# HEALTHe Newfoundland and Labrador

User Manual

# HEALTHe NL Viewer
# User Manual
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# 1. HEALTHe NL Viewer

## 1.1 Introduction

The HEALTHe Newfoundland and Labrador (HEALTHe NL) Viewer is a framework for providing security, and a single, seamless view of a patient's health information. The HEALTHe NL Viewer is built using Orion Health's Clinical Portal software solution.

## 1.2 Purpose

The purpose of this document is to identify the key concepts within the HEALTHe NL Viewer that will effectively allow the user to utilize the application.

## 1.3 Roles and Responsibilities Overview

Authorization determines the access users have to parts of Viewer. This is accomplished by mapping the roles and groups in the User Registry to roles and groups in the application.
If a user has one role, they will be mapped with a role of the same name. If they have multiple roles, they will be redirected to a workflow where they select a role to authorize with.
Each role within Viewer is configured to have access to specific parts of the application. The functions include:

- Search for patients;
- View all clinical information;
- Privacy Override.

## 2. Clinical Roles

The Clinical role will define user access to the available information in the HEALTHe NL system.

For the first release of the HEALTHe NL viewer, the information available is limited to the medication profile data from the Provincial Drug Information System (DIS). For this release, all users will be assigned the 'Clinical – All Access' role. Additional Clinical roles will be implemented and assigned during the second release when users will potentially have access to lab results and clinical documents.

## 3. Getting Acquainted with the User Interface

### 3.1 Logging in to the HEALTHe NL Viewer

The HEALTHe NL Viewer Login screen is shown below. A username and password are required to gain access to the application. A default password will be assigned when the account is first set up. Once the user has entered the username and default password the system will prompt the user to change the password.

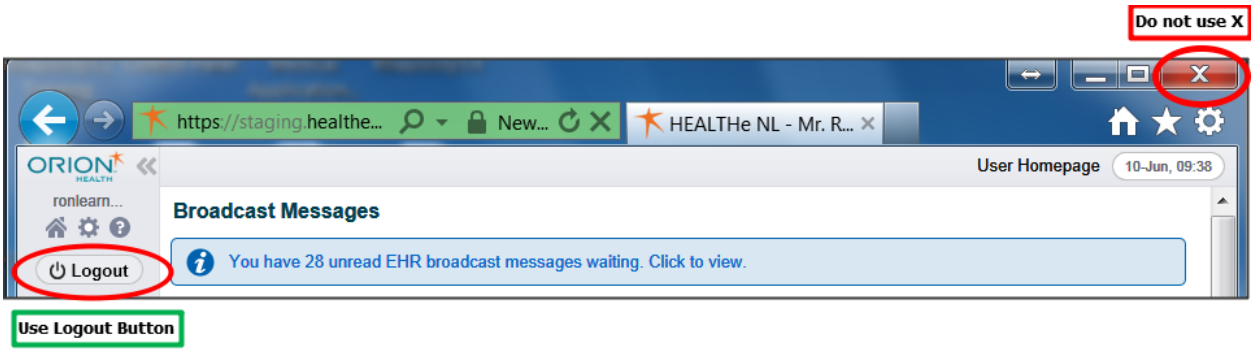
Note: The username is not case-sensitive, the password is case-sensitive. If more than one Role is associated with a User, the User is prompted to select a role for this session at which time the user is "logged into the Viewer" and assigned the appropriate Role.

HEALTHe
NEWFOUNDLAND AND LABRADOR
Please enter your user ID and password
User ID
Password
Login
Welcome to HEALTHe Newfoundland and Labrador (NL), the provincial Electronic Health Record.
HEALTHe NL consolidates information from a variety of source systems across the province. While continuing efforts are applied to ensure accuracy and completeness, HEALTHe NL is not an exhaustive source of information. Patient data may exist in other RHAs, community health, private clinics or pharmacy databases. All pharmacies in the province are not yet connected to the Pharmacy Network; click here to review the list of all connected pharmacies.
Personal health information accessed through HEALTHe NL must be used in accordance with legislation, such as the Personal Health Information Act, applicable codes of conduct, user agreements, and organizational policies and procedures. Access to the information contained in HEALTHe NL is subject to audit and inappropriate access will be investigated and may lead to withdrawal of access to HEALTHe NL and/or other sanctions as appropriate.
Please feel free to forward any questions or comments about HEALTHe NL to service@nlchi.nl.ca.

*Healthe NL Viewer Login Screen*

### 3.2 Logging out of HEALTHe NL Viewer

The Logout button is used to exit HEALTHe NL Viewer. It is located in the upper left-hand portion of the menu bar, just above the Common menu.



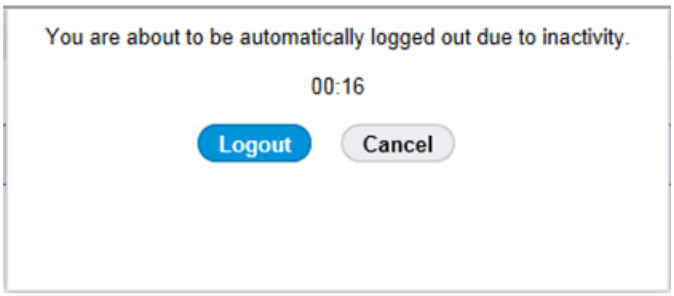

*Logout Button*

It is important to use the Logout button as opposed to clicking on the X button located in the upper right hand corner of the browser. The logout button will log the user out of the system. If it is not used, the session will remain active for a pre-defined period of time before the inactivity timeout feature is activated.

### 3.3 Inactivity Timeout

The inactivity timeout feature in HEALTHe NL Viewer ensures robust security by logging out the user if he or she has been inactive for a pre-defined set of time. The inactivity timeout period is currently set to 25 minutes.

The screen below provides an example of the warning a user may see if the user has been inactive for a set period of time.

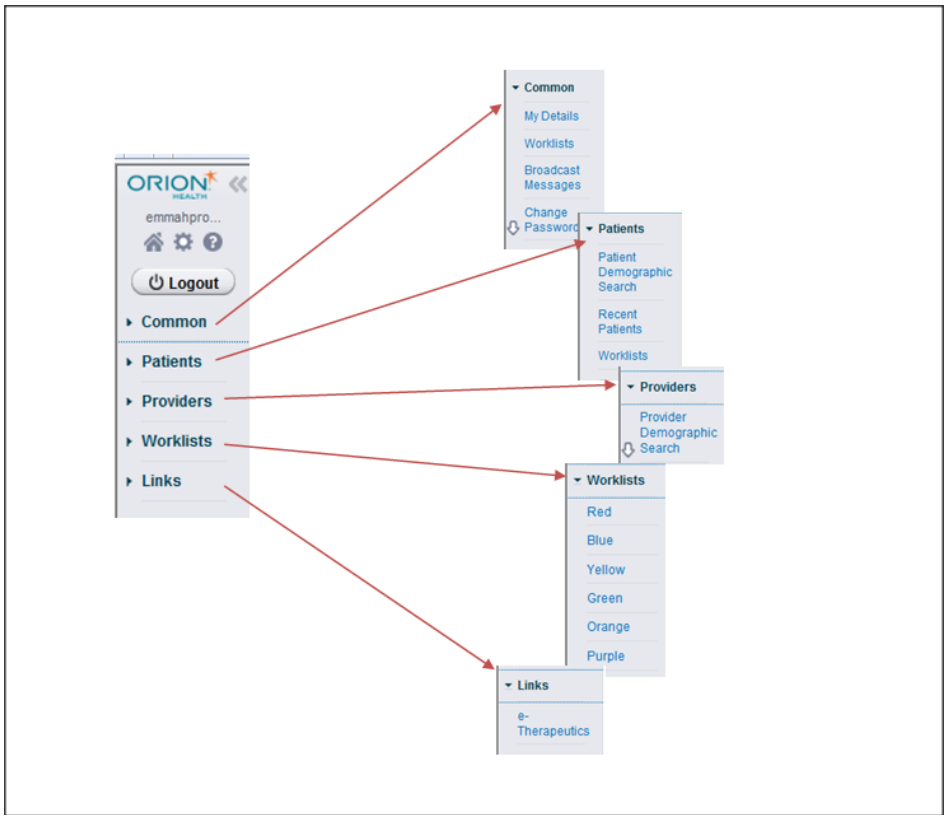



*Automatic Logout*

Clicking cancel will allow the user to remain active.

# 4. Navigation Pane

Found on the left hand side of the HEALTHe NL Portal window, it is the primary navigation method. Each menu item contains one or more icons which are graphical links to entry points (screens). Access to menus and items within it are dependent on access privileges granted to the user.




*Navigation Pane and application links*

## 4.1 Icons and Additional Elements

The following standard icons and buttons are provided at the top of the Navigation Pane.

| Icon | Function | Description |
|---|---|---|
| « | Autohide | Hide the menu bar, making more screen space available for viewing user information |
| | Home | Displays the Clinician Homepage |
| | Settings | Displays My Details screen |
| | Help | Provides context specific help |
| | <username> | The HEALTHe NL Viewer user name. |
| Logout | Logout Button | End the current HEALTHe NL Viewer session. |

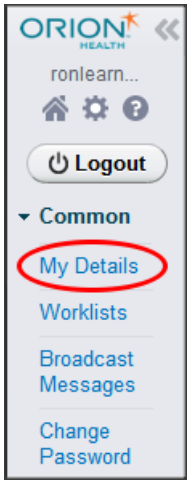
### 4.2 Shortcut Keys

The following shortcut keys are available:

| Keys | Description |
|---|---|
| F11 | Toggles between a full screen and a standard Windows ® display. This feature is not available on Mac OS machines. |
| F5 | Refreshes the screen display. |
| Tab | Moves to the next field on a screen. |
| Shift+Tab | Moves to the previous field on a screen. |
| Enter | Activates the current selected button or option. |

## 5. Navigation Pane: Common

### 5.1 Common: My Details

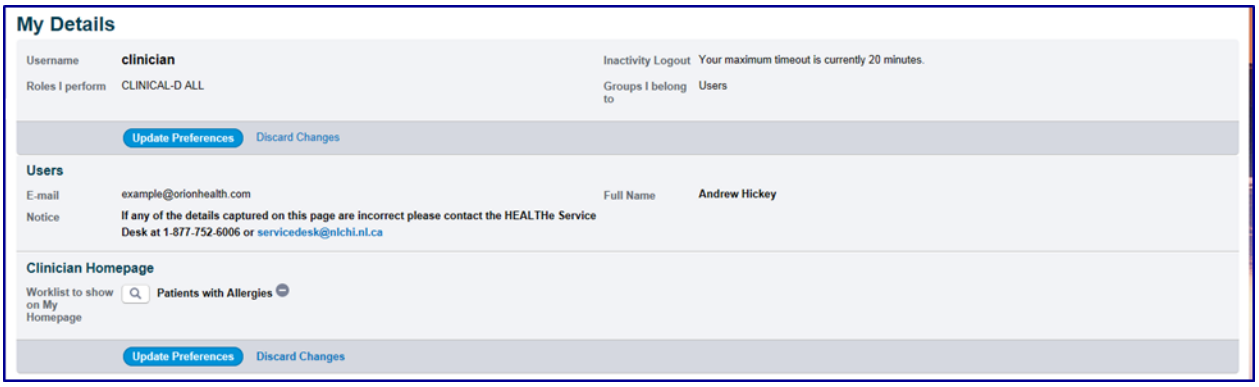



*Common Tab: My Details*

**My Details** is located in the Common tab of the menu bar. It allows the user to view user details and attributes or choose a single worklist to display on the user homepage. Most of the information is read-only, and is obtained from the centralized EHR User registry upon each login.

The **My Details** page is divided into three sections:

- General user information;
- User attributes;
- Clinician Homepage attributes.


My Details
Username clinician
Inactivity Logout Your maximum timeout is currently 20 minutes.
Roles I perform CLINICAL-D ALL
Groups I belong to Users
Update Preferences
Discard Changes
Users
E-mail example@orionhealth.com
Full Name Andrew Hickey
Notice If any of the details captured on this page are incorrect please contact the HEALTHe Service Desk at 1-877-752-6006 or servicedesk@nlchi.nl.ca
Clinician Homepage
Worklist to show on My Homepage
Patients with Allergies
Update Preferences
Discard Changes

### 5.1.1 General User Information

The following general section details are displayed in the first section of the **My Details** page.

| Item | Description |
|---|---|
| Username | The user account name / identifier |
| Inactivity Logout | The Viewer global inactivity timeout setting |
| Roles I perform | Roles the user belongs to |
| Groups I belong to | Groups the user belongs to |

### 5.1.2 Groups I Belong To

This section lists the user's group membership which determines access to the different HEALTHe NL Viewer screens and functions.

### 5.1.3 Roles I Perform

This section lists the role(s) that have been assigned to the user. See Clinical Roles section above for more details.

### 5.1.4 User Attributes

The following attributes associated with the user account are displayed. This section is not editable.

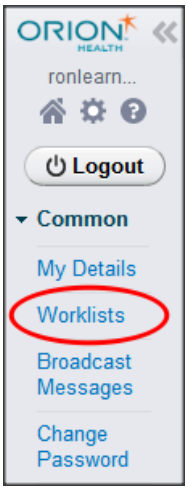
| Item | Description |
|---|---|
| E-Mail | The user's e-mail address (obtained from User Registry Web Service) |
| Full Name | Title, First, and Last Name |
| Notice | "If any of the details captured on this page are incorrect please contact the HEALTHe Service Desk at 1-877-752-6006 or servicedesk@nlchi.nl.ca" |

### 5.1.5 Clinician Homepage Attributes

The Clinician Homepage section displays the following function(s) for customization of the user's homepage:

- **Worklist to show on My Homepage.**
    - Allows the user to set the worklist, displayed on the homepage.
    - Select the **Worklist to show on My Homepage** icon to select the individual worklist to appear on the homepage. If a single worklist is not selected on this screen, all six worklists will appear on the homepage by default.

## 5.2 Common: Worklists

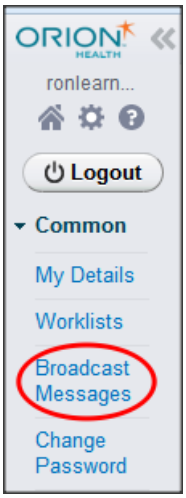



Worklists allow users to quickly access and manage patient records that may be of special interest.

*Common: Worklists*

Detailed information is provided in the **Worklists** section of this document.

## 5.3 Common: Broadcast Messages




The HEALTHe NL Viewer includes a messaging system that allows users to receive information from HEALTHe NL regarding system outages or updates.
Users have the ability to view and delete individual Broadcast Messages through Viewer.
Broadcast Messages are accessed from the Common Menu or from the Clinician Home Page.

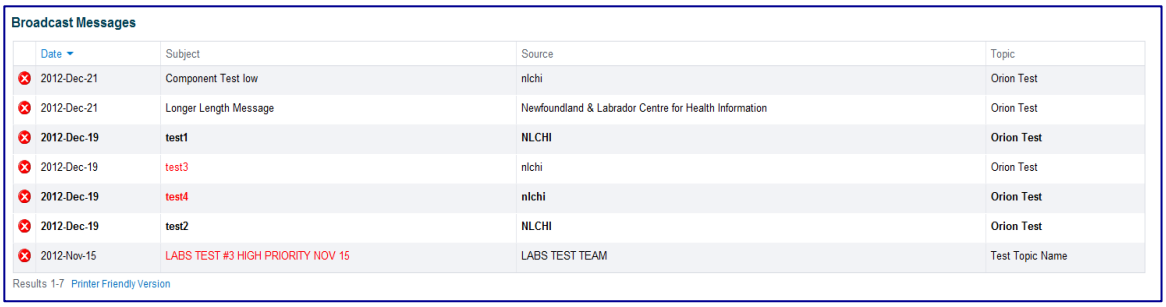
*Common Tab: Broadcast Messages*

The Broadcast Message data is presented in two screens:

- Broadcast Messages Inbox Summary;
- Broadcast Messages Detail.

### 5.3.1 Inbox Summary (Received Messages)

By default, the Inbox Summary for Broadcast Messages is sorted by Date.




*Inbox Summary*

The following columns appear on the **Broadcast Messages** summary screen:

- **Date:** Displays the date and time the message was received;
- **Subject:** Displays the subject line of the message;
- **Source:** Provides the source name of the message;
- **Topic:** Displays subject line of message.

The following message attributes apply:

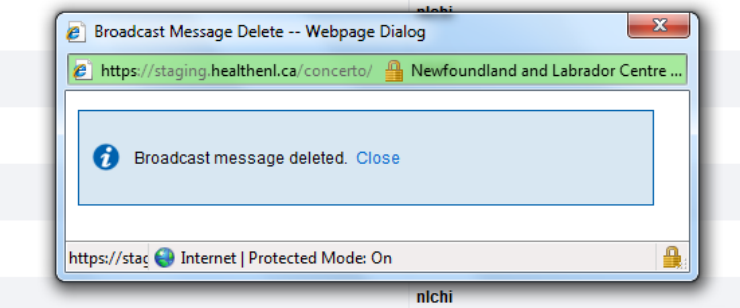
- **Bold = Unread message**
- Normal = Read message
- **Red = High Priority message** (read or unread attributes also apply)

Received messages may be sorted by clicking on the data element column label. From this screen, a user may also delete a message that is no longer required.

### 5.3.2 Deleting a Message

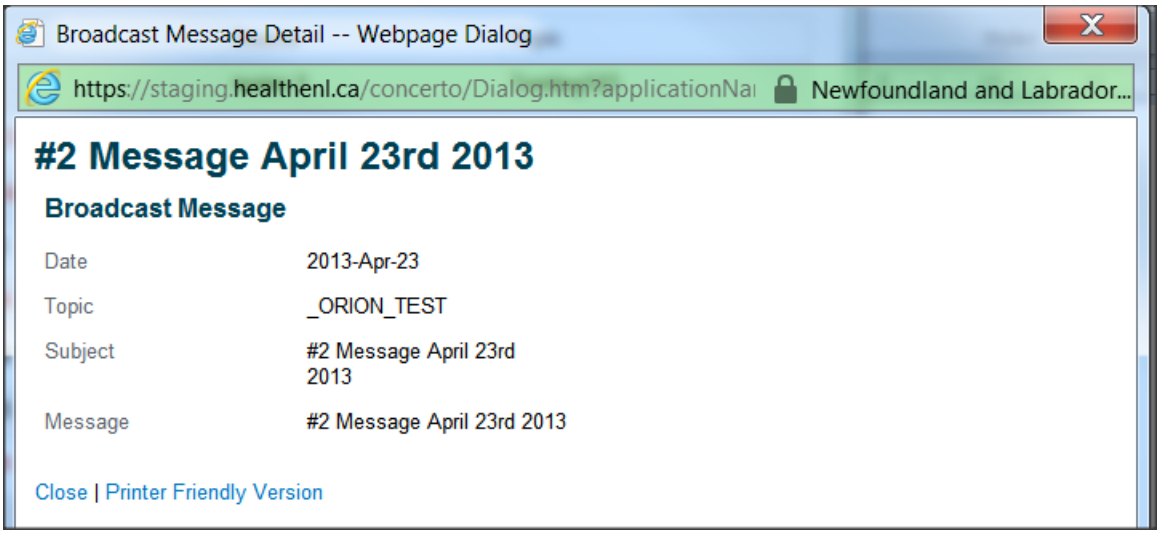
A message can be deleted by clicking the Delete icon next to the selected broadcast message. Note: there is no prompt *to ask if you are sure you want to delete this message*. The message will be immediately deleted.

Once the delete icon has been selected this message is displayed:




### 5.3.3 Broadcast Message Detail

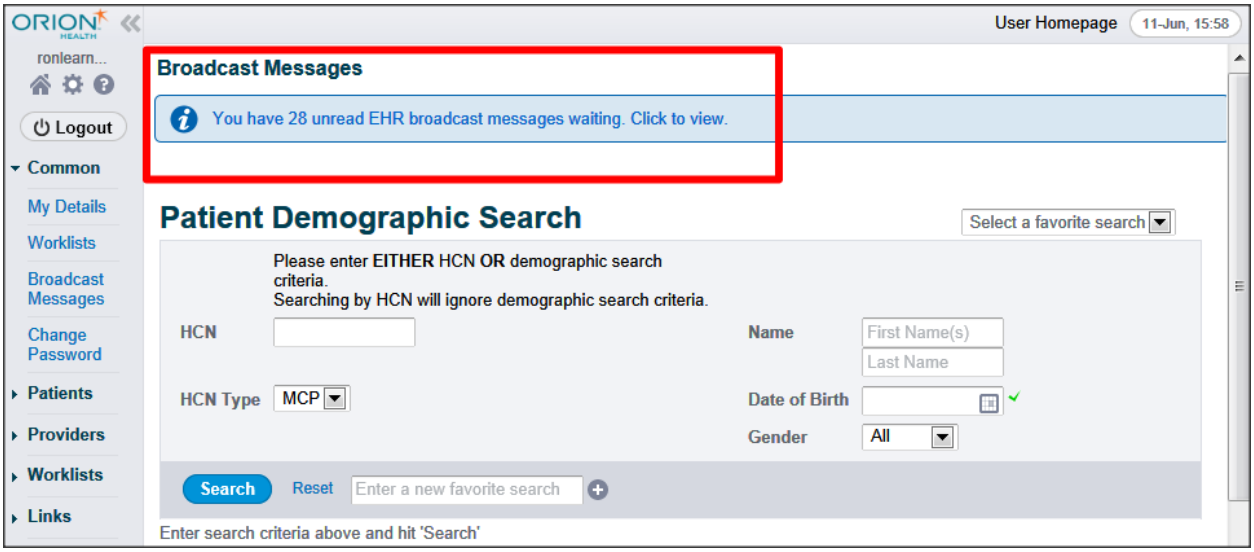
When the message is selected, the Broadcast message details display in a popup window providing detailed record information for any given Broadcast Message.




*Sample Received Broadcast Message Detail*

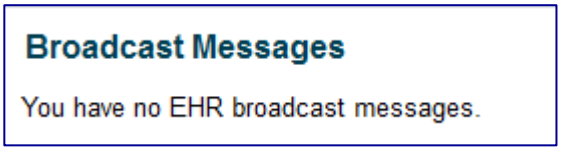
### 5.3.4 Broadcast Message Banner – Clinican Homepage

The Broadcast Message, on the Clinician Homepage, indicates the number of waiting broadcast messages. Clicking this banner leads to the Broadcast Messages page.



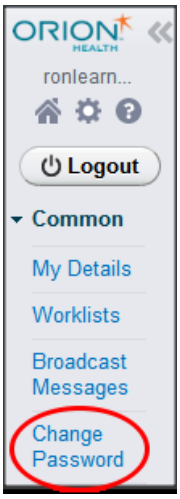

*Broadcast Messages Banner (Messages Available)*

OR




*Broadcast Messages Banner (No Messages Available)*

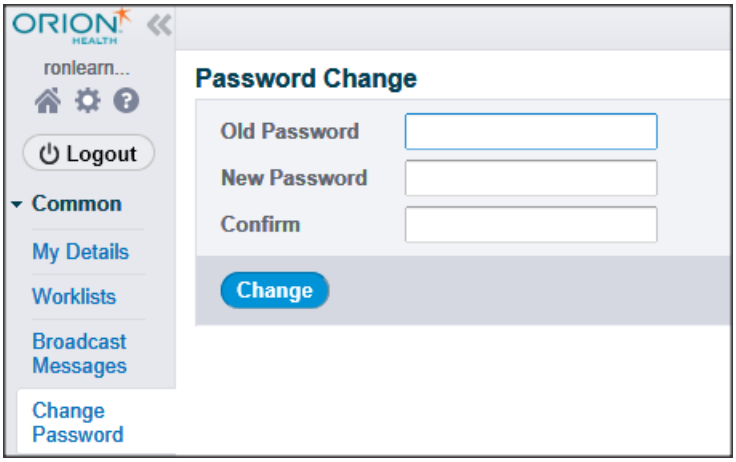
### 5.4 Common: Change Password




*Common: Change Password*

Users can manage password changes outside of enforced timeframes by using the **Change Password** feature in the **Common** menu.

The user is redirected to the **Password Change** page. The Healthe NL Viewer collects Old Password and New Password (twice) and submits the responses to the centralized administration system.



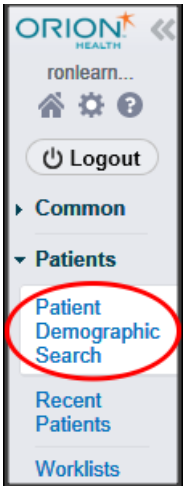

*Password Change page*

There will be circumstances whereby a new password will not be accepted by the system. They are as follows:

| Reason Not Accepted | Message Recieved |
|---|---|
| Password already in history | "You have entered a Password that has been previously used. Please try again." |
| Password does not meet complexity | "You have entered an invalid Password. The Password must contain numbers, lower case and upper case letters and must be at least 8 characters. Please try again." |
| Password Mismatch | "Your password does not match. Please try again." |

# 6. Navigation Pane: Patients

## 6.1 Patients: Patient Demographic Search




*Patients: Patient Demographic Search*

The patient search allows users to find a patient using a variety of different search criteria which are detailed below. Users will use the Patient Demographic Search (which encompasses both Demographic and HCN search capabilities).

The patient search allows users to find a patient using a variety of different search criteria which are detailed below. The Patient Demographic Search encompasses both Demographic and HCN search capabilities.

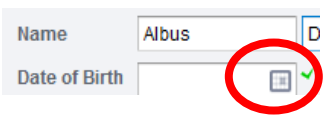
It is recommended to search for patients in the Client Registry using the patient's HCN. If the HCN number is not available, it is recommended to search with a minimum of full name (first and last name), combined with the patient's date of birth. Note that wildcards (% and *) are not supported when performing a patient search.

The patient demographic search allows a user to search for a patient using one or more of the following search criteria:

- The patient's **HCN (Health Care Number)**: The identification must be an exact match. If entered as a part of the search criteria, it will take precedence over all other search criteria.
    - NOTE: **HCN Type**: Defaults to the preferred patient ID type set assigned to the user (MCP is current default and only HCN currently available).

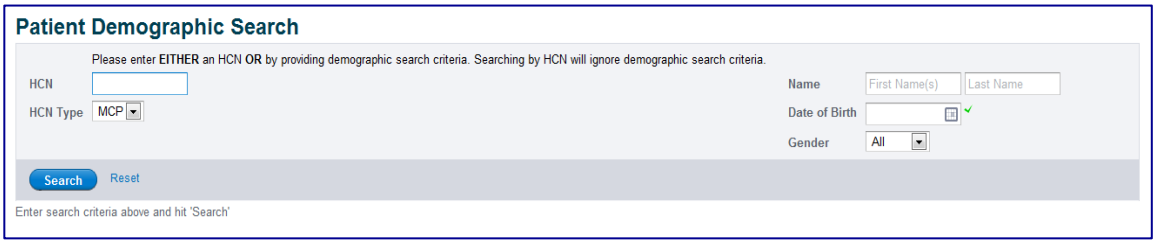
OR

- If the HCN is not available, it is recommended to search with complete first and last name, combined with the patient's date of birth. The results are ranked on closeness of fit.
- You can use the calendar function (circled in red, below) for Date of Birth or you can manually enter the date of birth in the format that is displayed.



Optionally:

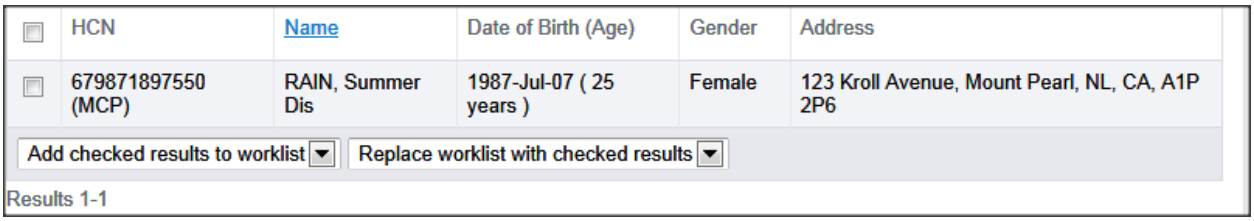
- The patient's **gender**. The patient's first and last name must also be entered. Note: The dropdown menu for gender on the search page is defaulted to 'All' – which returns male, female, and 'unknown' values.




*Patient Demographic Search Criteria*

### 6.1.1 Patient Demographic Search Results

The Patient Search Results are displayed upon execution of the Patient Search, and allow the user to select a patient from a list of results that matches the search criteria. The search results contain columns of information, in a list format, to assist the user in identifying the correct patient.




*Patient Search Results*

Up to 25 patient search results (maximum) are returned by a patient search. The results are sorted by the patient's last name and display the patient identifier, patient name, the date of birth, patient gender and address.

The patient record can be selected by clicking on the corresponding row. This puts the selected patient into context.

**Note**: If more than 25 results are returned, a message will display prompting the use the refine the search criteria to retrieve an acceptable count of results**.**

If no results are returned when searching with demographic information, try entering additional details such as date of birth and gender.

### 6.1.2 Favourite Search

A **Favorite Search** is a saved set of criteria that can be recalled for later reuse. A favorite search is personal to the clinician who created it and cannot be seen or accessed by any other user.

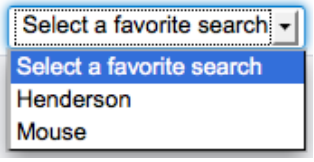
To save a Favorite Search:

1. Enter your search criteria to ensure the specified criteria return the expected patient names.
2. Enter a name for the favorite search and then click the **Add** icon .

*Add Favourite Search*

To access the favorite search:

1. Select favorite search name from dropdown located at the top right of the Patient Demographic Search windowlet as circled above.



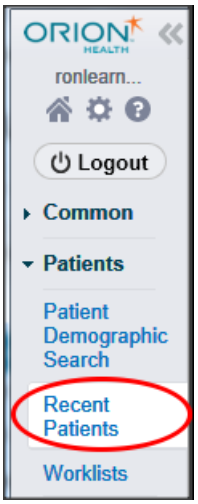

*Favorite Search Selection*

To delete the favorite search:

1. Select the favorite search name from the dropdown to delete
2. Click minus icon to delete

*Delete Search*

## 6.2 Recent Patients




*Patients: Recent Patients*

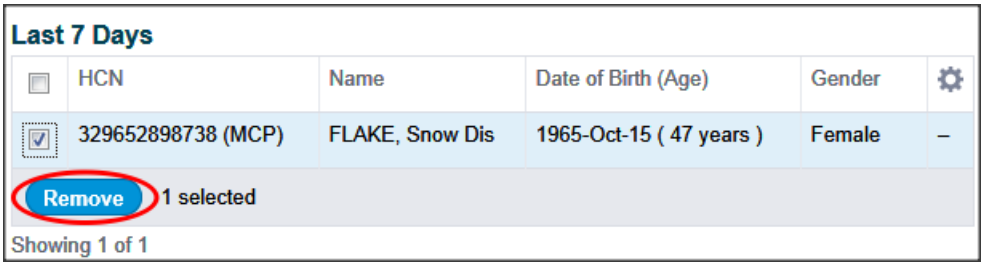
The **Recent Patient** menu option provides a system generated list of the patient records most recently viewed by the user.

The list of patients is sorted into the following three categories:

- Today
- Last seven days
- Last four weeks
- Last 12 months

The result columns displayed in the windowlet are:

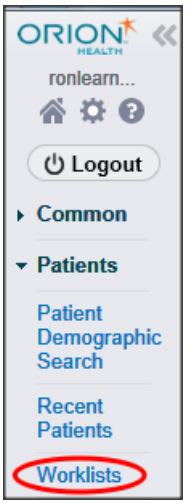
- HCN
- Name (Last, First, Middle)
- Date of Birth
- Gender




*Recent Patient List*

A user may remove patient's record from the Recent Patient list by clicking the check box next to the patient record and click **Remove**, as circled above.

### 6.3 Worklists



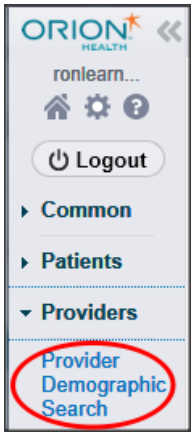

*Patients: Worklist*

**Worklists** allow users to quickly access and manage patient records that may be of special interest.

Additional **Worklist** management details are addressed in the **Worklist** section of this document.

## 7. Navigation Pane: Providers

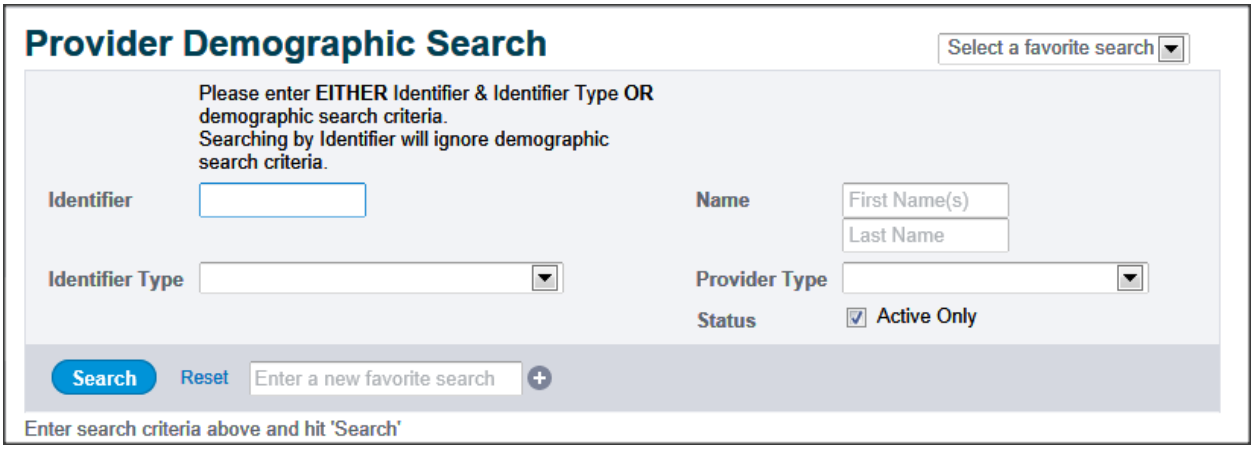
### 7.1 Provider Demographic Search




*Providers: Provider Demographic Search*

The Provider Demographic Search is accessed through the **Providers** link on the Navigation Pane.

The **Provider Demographic Search** enables the user to find a provider record by searching by Identifier & Identifier Type or personal details (First and Last Name, Provider Type).




*Provider Demographic Search*

Provider search criteria are:

| Label | Description |
|---|---|
| Identifier | Enter Provider ID. If Provider ID is entered, Provider Type must also be entered. |
| Identifier Type | Indentifes the licensing body the provider is associated with.<br>Dropdown List selection from:<br>• BLANK;<br>• College of Physicians and Surgeons;<br>• Pharmaceutical Association;<br>• Optometric Board;<br>• Dental Board;<br>• Association of Registered Nurses. |
| Last Name | Enter Provider last name A minimum of 1 character plus the wildcard (% or *) or 2 characters are required for search. Unchecking the Status box returns both Active and Inactive Providers. |
| First Name(s) | Enter Provider first name A minimum of 1 character plus the wildcard (% or *) or 2 characters are required for search. Unchecking the Status box returns both Active and Inactive Providers. |
| Provider Type | Identifies the disclipine of the provider.<br>Dropdown List selection from:<br>• BLANK;<br>• Medical Doctor;<br>• Pharmacist;<br>• Optometrist;<br>• Dentist;<br>• Registered Nurse;<br>• Registered Nurse Practitioner. |
| Status | For both types of searches the Status is respected, but by default only Active Providers are returned.<br>Unchecking status box will return results for Active and Inactive Provider status |

### 7.1.1 Provider Search Results

The Provider Search Results are displayed upon execution of the Provider Search. The search results contain columns of information, in a list format, to help the user identify the desired provider.

| Name | Address | Business Phone | License | Provider Type | Status |
|---|---|---|---|---|---|
| FORD, Tim | 38 Fowlers Lane, , ,, Conception Bay, NL, CA | (709) 567-9876 | 55677 | Pharmacist | ACTIVE |

Results 1-1 Printer Friendly Version

*Provider Search Results*

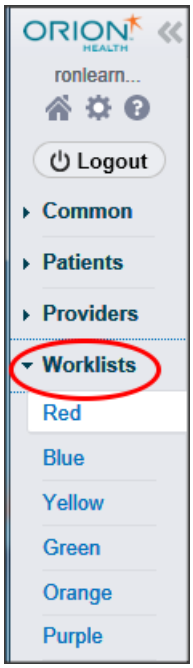
**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

| Label | Description |
|---|---|
| Name | The Providers first and last name. |
| Address | The physical workplace address. |
| Business Phone | The workplace phone number. |
| License | The provider's license number. |
| Provider Type | Provider type:<br>• Medical Doctor;<br>• Pharmacist;<br>• Optometrist;<br>• Dentist;<br>• Registered Nurse;<br>• Registered Nurse Practitioner. |
| Status | Active or Inactive. |

The search result listing displays up to 15 records per page, to a maximum of 100 total records. If more than 100 records are found, an error message will display prompting the user to refine the search criteria to retrieve an acceptable count of results.

# 8. Navigation Pane: Worklists

## 8.1 Worklists




*Navigation Pane: Worklists*

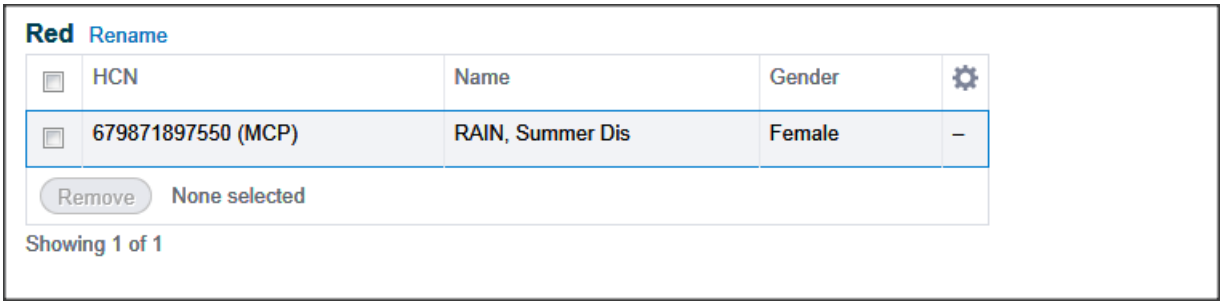
Worklists allow users to quickly access and manage patient records that may be of special interest.

Six worklists are available to each user within the Viewer. Users cannot see the names of patients on another user's worklist, nor can they see the name that the user has given a worklist.

Up to 60 patient names can be added to a worklist. If a user adds more than 60 patients, the oldest records are dropped.

By default, the following worklists and their display names are available:

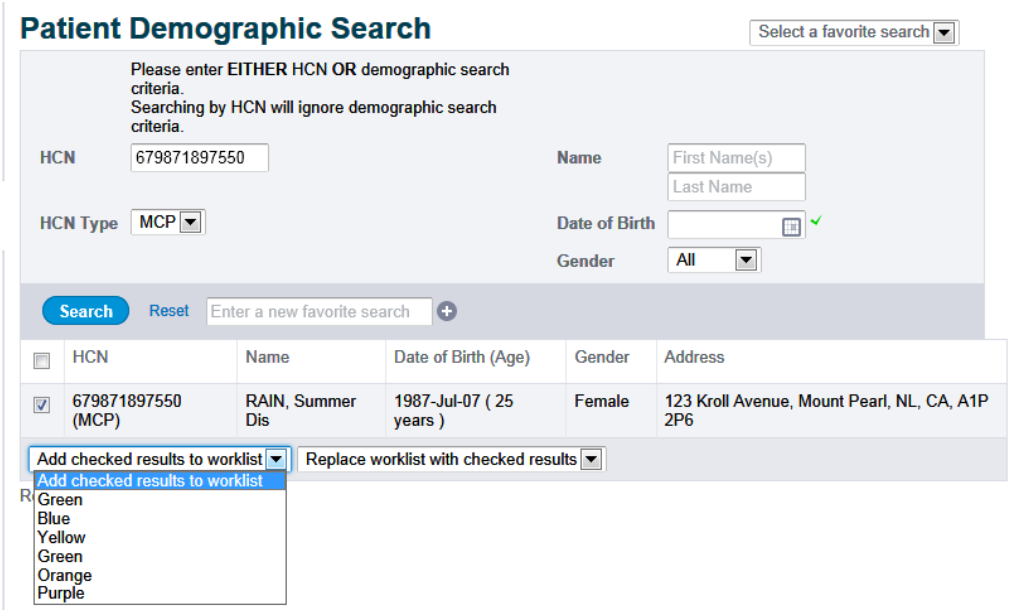
- Red
- Blue
- Yellow
- Green
- Orange
- Purple




*Example of "Red" Worklist*

### 8.1.1 Adding Patient Names from a Patient Search

Users can add patient names to a worklist from the results of a patient search. Select the checkbox next to the patient's identifier. To add the patient, the user then selects the worklist option from either of the drop-down lists at the bottom of the screen.




*Adding a Patient from a Patient Search*

**Add checked results to worklist**: Add the selected patient names to the top of the worklist without affecting the names which are already on the list. If the results of this action increase the list past the maximum number of 60, the names which have been on the list the longest will be dropped off the list

**Replace worklist with checked results**: Replaces all patient names in the worklist with the names selected from the patient search.

### 8.1.2 Adding Patient Names from the Patient Context Bar

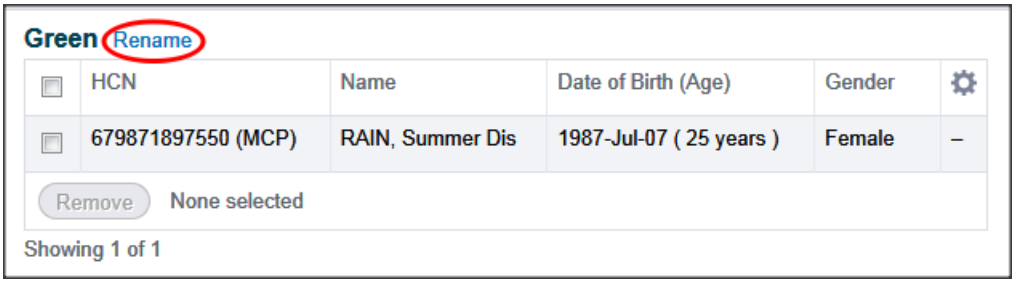
The Patient Context Bar (see Patient Dynamic Summary section displayed for a selected patient includes a **Worklist** icon which can be used to manage the user's worklist memberships. If the patient is currently on a worklist, the flag's background color will match the color of the flag associated with that worklist. If the patient is on two or more worklists, the background colour will match the first worklist the patient has been added to based on the order displayed in the drop down list (red, blue, yellow, green, orange and purple).

*Adding a Patient from the Context Bar*

### 8.1.3 Customizing Worklists

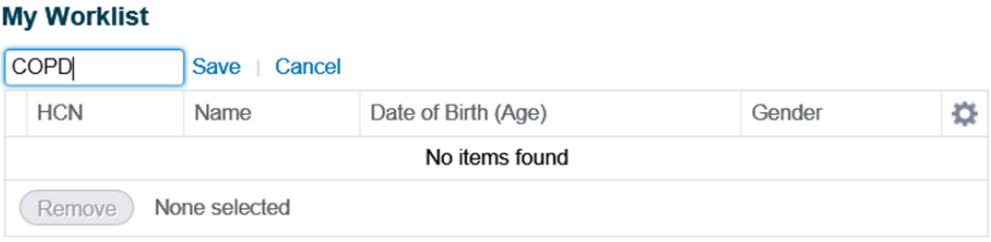
### 8.1.4 Renaming a Worklist

A user can rename a worklist to make it more specific to his or her needs. To rename a worklist, select one of the worklist icons (e.g. Green) from the **Worklists** menu. Alternatively, select the **Worklists option** on the **Patients** menu. Select the **Rename** option as shown in the diagram below.




*Renaming a Worklist*

The following highlighted field will appear:

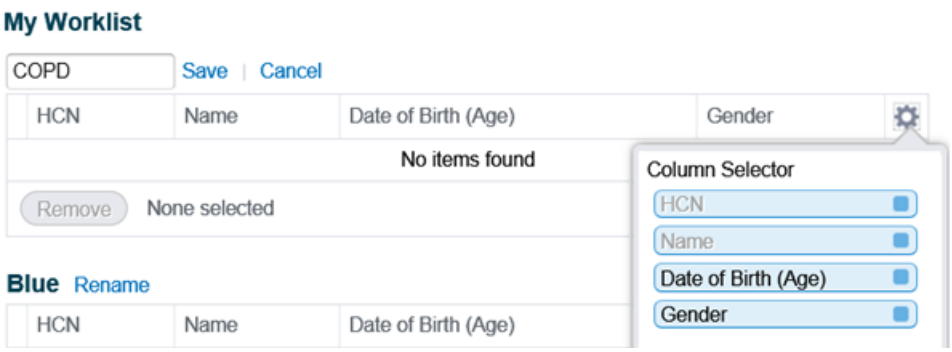



*Example of Renaming a Worklist*

Type in the new name of the worklist and click the **Save** link. This will change the name of the worklist on the Common-Worklists page. Pressing **F5** (Browser Refresh) will update the name under the **Worklists** menu itself.

### 8.1.5 Edit the Columns that Appear on a Worklist

Click on the **Column** icon in the far right corner of the worklist. Selecting Date of Birth (Age) and Gender from the drop down list, removes the corresponding column from the worklist display.

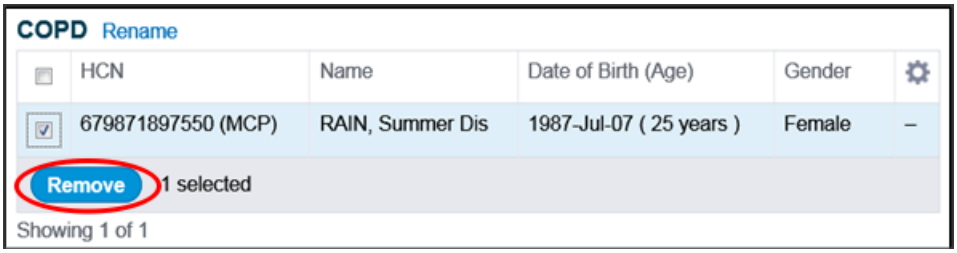



*Editing the Column*

Only items in regular font (not greyed out) are able to be removed from the worklist column. To return the column to the worklist, click the icon again and select one or more column selector options to restore the column.

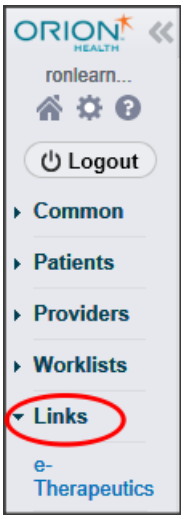
### 8.1.6 Remove a Patient from a Worklist

A user may remove one or more patients from a **Worklist** by clicking the check box next to the patient record and click **Remove**, as seen below.




*Remove a Person from a Worklist*

## 9. Navigation Pane: Links




*Navigation Pane: Links*

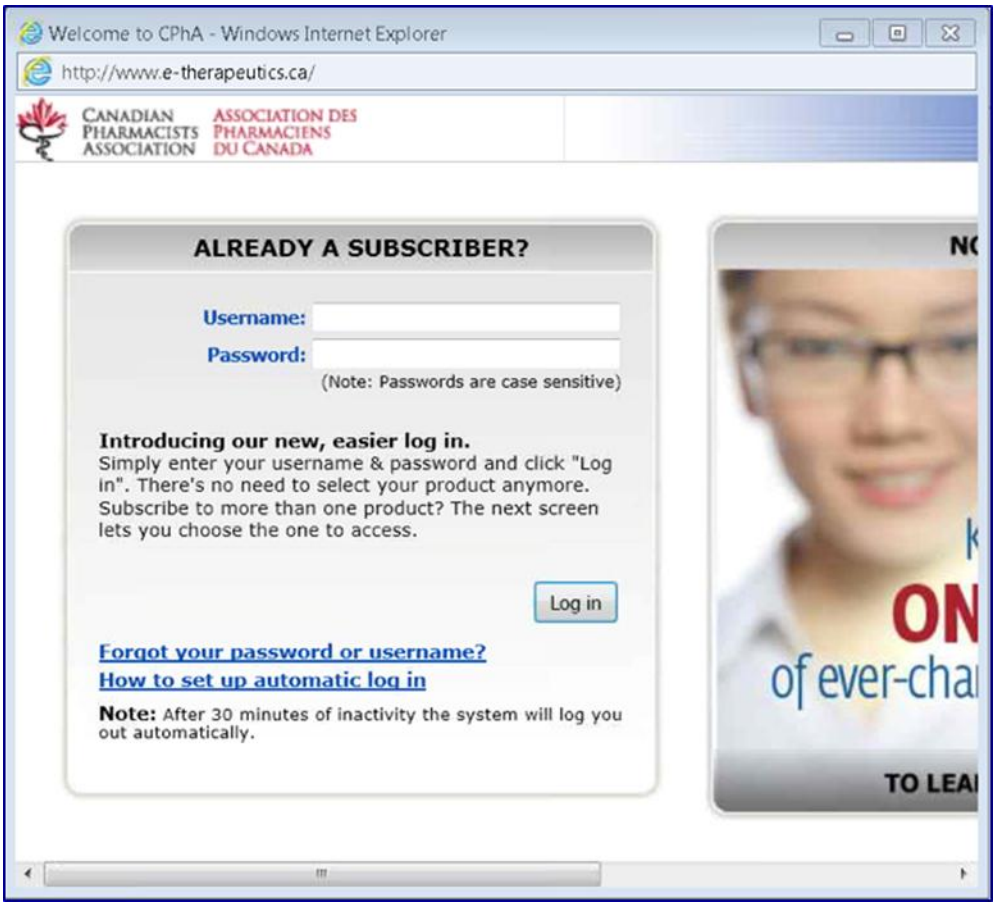
The Links menu contains links to external references or applications that are relevant to Viewer Users.

The Links menu contains the **eTherapeutics** link that re-directs to http://www.e-therapeutics.ca website.

**eTherapeutics** is a subscription based website providing drug-specific therapeutic information for pharmacists, physicians and other prescribers. To enter the **eTherapeutics** site, the user will be required to enter the following username and password.

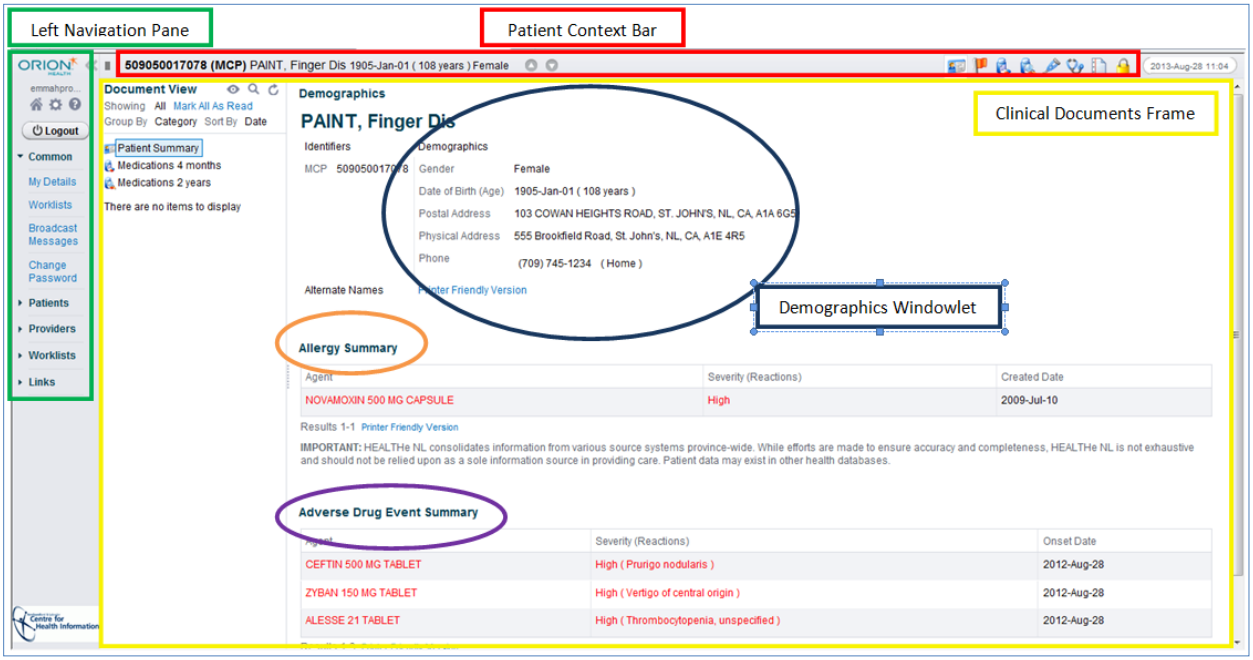
**Username**: nlchi

**Password**:0114922


Welcome to CPhA - Windows Internet Explorer
http://www.e-therapeutics.ca/
CANADIAN PHARMACISTS ASSOCIATION
ASSOCIATION DES PHARMACIENS DU CANADA
ALREADY A SUBSCRIBER?
Username:
Password:
(Note: Passwords are case sensitive)
Introducing our new, easier log in.
Simply enter your username & password and click "Log in". There's no need to select your product anymore. Subscribe to more than one product? The next screen lets you choose the one to access.
Log in
Forgot your password or username?
How to set up automatic log in
Note: After 30 minutes of inactivity the system will log you out automatically.

*eTherapeutics Website*

## 10.Dynamic Patient Summary (DPS) Page




*Dynamic Patient Summary Page*

The Dynamic Patient Summary is displayed when a user selects a patient from the patient search results, the recent patient list or a worklist. It includes the following windowlets and elements:

1. Clinical Documents Frame
2. Patient Context Bar
3. Clinical Document Viewer (CDV) Tree
4. Medication profile
5. Medication Summary
6. Drug Prescription Detail
7. Drug Utilization Review (DUR)
8. Drug Dispense Detail
9. Other Medication Summary
10. Other Medication Detail
11. Demographics
12. Allergies and Adverse Drug Events
13. Devices
14. Medical Conditions
15. Pharmacy Notes
16. Patient Privacy Override
17. Printer Friendly Version

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

If the patient summary is not currently on screen, it can be displayed by clicking the **Patient Summary** link at the top of the **Document Tree** or by clicking the **Patient Summary** icon located at the top right corner of the screen.

## 10.1 Clinical Documents Frame

The Clinical Documents Frame displays windowlets of information containing patient data. Depending on where the user navigates in the patient's profile (by selecting items in the CDV tree or Patient Context Bar icons), the content of the Clinical Documents frame is updated to show the relevant information. For example, this is where the patient dynamic summary is displayed, as well as the medication summary, medical conditions, etc.

## 10.2 Patient Context Bar

*Patient Context Bar*

The **Patient Context Bar** is visible once a patient has been selected (placed in context). The patient context bar displays the worklist flag, the patient's basic identification details, the context icon, the next and previous patient icons, the patient summary icon and the current date/time.

**Patient Context Bar Icons**

**Worklists** – Allows the user to place a patient in a worklist.

**Patient Information** 84568-4564 (MRN) CARDINAL John Q ( M 61 years ) – This area will display the patient details and includes: Patient Identifier [bold], Last name [caps] Suffix, First name Middle name, Date of Birth (Age) and Gender.

**Note:** The 'years' field may display as days, weeks, months. If the patient is deceased, the DECEASED label will appear to the right of the patient gender.

**Context** – This will show the user a list of the patients they have been returned from the search.

**Previous** – This will take the user to the previous patient in the search results (context) list.

**Next** – This will take the user to the next patient in the search results list.

**Patient Summary**: This icon will take the user back to the DPS screen for the selected patient. A patient's **Patient Summary** is a read-only snapshot of his or her electronic medical record. It is the first screen displayed when a patient's name is selected from a worklist or the results of a search.

**Allergies**: This icon opens the Allergies and Adverse Drug Event summary

**Medication Profile 4 Months**: This icon opens the Medication Profile 4 months summary page

**Medication Profile 2 Years**: This icon opens the Medication Profile 2 years summary page

**Medical Conditions**: This icon opens the Medical Conditions Summary page

**Devices**: This icon opens the Devices summary page

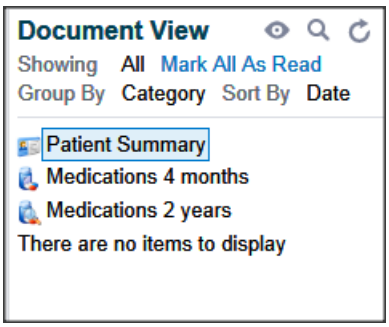
**Pharmacy Notes** **:** This icons opens the Pharmacy Notes summary page

**Privacy Override** **:** This icon opens the Privacy Override page

**Time and Date**

: This area will display the current time and date.

## 10.3 Clinical Document Viewer (CDV) Tree


Document View
Showing All Mark All As Read
Group By Category Sort By Date
Patient Summary
Medications 4 months
Medications 2 years
There are no items to display

*CDV Tree*

The Document Tree is located to the right of the Menu Bar and provides links to view all of the patient's documents. When an item is selected from the CDV tree, the selected item is displayed in the Clinical Documents Frame, the main viewing panel, or the body of the page, to the right of the CDV tree.

Selected shortcuts to Viewer screens are configured to appear in the CDV tree, as an added method for the user to reach key areas of the DPS.
The shortcuts are:

- Patient Summary;
- Medication Profile 4 months;
- Medication Profile 2 years.

### CDVTree Display Configuration

All available folders and documents are listed in the CDV tree by default. Filter options can be applied by selecting or entering information into the **Filter** section displayed at the top of the **Document View** screen. The Document Tree Display configurations may be used to sort of filter documents. If there are no current documents displayed, the icons are inactive.

*Document Tree: Filter Criteria*

**Note**: The CDV Tree Display Configuration icons are not active at this time. This functionality will be added when lab results and clinical documents are available.

## 10.4 Medication Profile

The Medication Profile is a component of the DPS, and is accessed by clicking on one of the icons in the shortcuts in the **CDV tree** or the **Patient Context Bar**.

There are two medication profile views provided:

- Medication Profile 4 months;
- Medication Profile 2 years.

Functionally, these provide the same data elements, but the volume of data is restricted to medications prescribed/dispensed in the past four months or two years respectively.

Currently, there is a known issue whereby prescriptions/dispenses older than four months/two years may appear in the list if a note or status has been updated within that period. This issue is expected to be resolved in a future release.

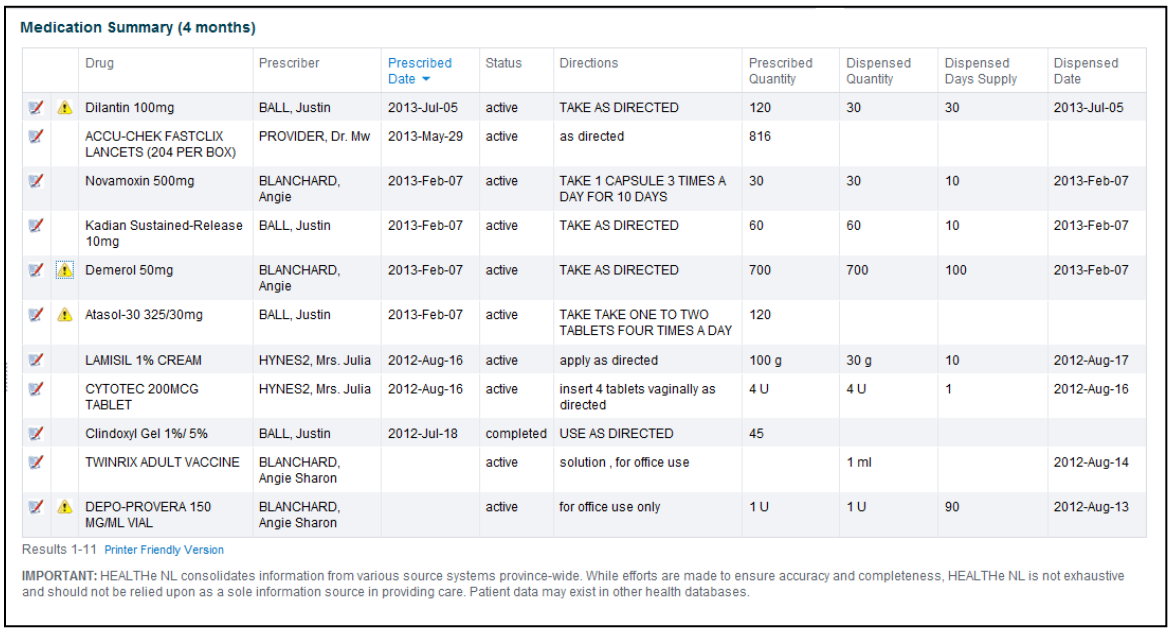
**Note**: Medication data is sourced from the NL Drug Information System (DIS).

There are two summaries related to the Medication Profile:

1. Medication Summary;
2. Other Medication Summary.

## 10.5 Medication Summary

The Medication Summary displays a summary listing of the patient's dispensed medications. Each row in the Medication Summary presents an aggregate of data about the drug prescription and each associated dispense (if any).



**Medication Summary (4 months)**

| | | Drug | Prescriber | Prescribed Date | Status | Directions | Prescribed Quantity | Dispensed Quantity | Dispensed Days Supply | Dispensed Date |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Dilantin 100mg | BALL, Justin | 2013-Jul-05 | active | TAKE AS DIRECTED | 120 | 30 | 30 | 2013-Jul-05 |
| | | ACCU-CHEK FASTCLIX LANCETS (204 PER BOX) | PROVIDER, Dr. Mw | 2013-May-29 | active | as directed | 816 | | | |
| | | Novamoxin 500mg | BLANCHARD, Angie | 2013-Feb-07 | active | TAKE 1 CAPSULE 3 TIMES A DAY FOR 10 DAYS | 30 | 30 | 10 | 2013-Feb-07 |
| | | Kadian Sustained-Release 10mg | BALL, Justin | 2013-Feb-07 | active | TAKE AS DIRECTED | 60 | 60 | 10 | 2013-Feb-07 |
| | | Demerol 50mg | BLANCHARD, Angie | 2013-Feb-07 | active | TAKE AS DIRECTED | 700 | 700 | 100 | 2013-Feb-07 |
| | | Atasol-30 325/30mg | BALL, Justin | 2013-Feb-07 | active | TAKE TAKE ONE TO TWO TABLETS FOUR TIMES A DAY | 120 | | | |
| | | LAMISIL 1% CREAM | HYNES2, Mrs. Julia | 2012-Aug-16 | active | apply as directed | 100 g | 30 g | 10 | 2012-Aug-17 |
| | | CYTOTEC 200MCG TABLET | HYNES2, Mrs. Julia | 2012-Aug-16 | active | insert 4 tablets vaginally as directed | 4 U | 4 U | 1 | 2012-Aug-16 |
| | | Clindoxyl Gel 1%/ 5% | BALL, Justin | 2012-Jul-18 | completed | USE AS DIRECTED | 45 | | | |
| | | TWINRIX ADULT VACCINE | BLANCHARD, Angie Sharon | | active | solution , for office use | | 1 ml | | 2012-Aug-14 |
| | | DEPO-PROVERA 150 MG/ML VIAL | BLANCHARD, Angie Sharon | | active | for office use only | 1 U | 1 U | 90 | 2012-Aug-13 |

Results 1-11 Printer Friendly Version

**IMPORTANT:** HEALTHe NL consolidates information from various source systems province-wide. While efforts are made to ensure accuracy and completeness, HEALTHe NL is not exhaustive and should not be relied upon as a sole information source in providing care. Patient data may exist in other health databases.

*Medication Summary*

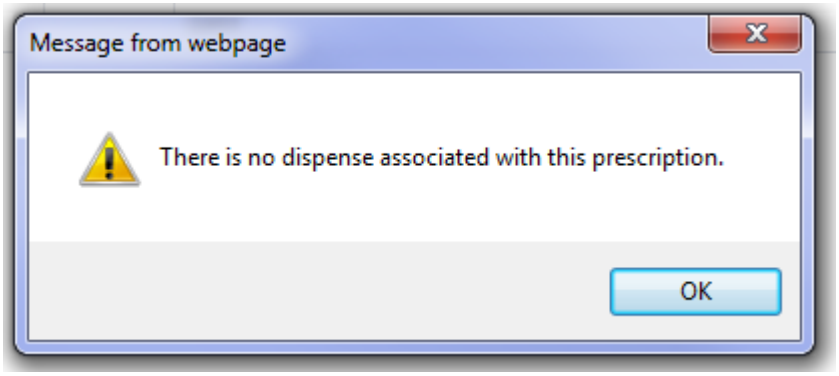
**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

| Label | Notes |
|---|---|
| Drug | Displays the drug name, combined with the drug strength and drug form. This is the dispensed name if the drug has been dispensed, otherwise, the prescribed drug name. |

| | |
|---|---|
| Prescriber | The name of the prescriber. |
| Date Prescribed | The date the prescription was written. |
| Status | The dispense status, if the drug has been dispensed. Otherwise, the prescription status. |
| Directions | Dispense directions, if the drug has been dispensed. Otherwise, the prescription directions. |
| Total Qty Prescribed | Displays the total quantity prescribed, including abbreviated units. |
| Dispensed Qty | If the drug has been dispensed, there will be a value (including abbreviated units). |
| Dispensed Days Supply | If the drug has been dispensed, there will be a value (including abbreviated units). |
| Dispensed Date | If the drug has been dispensed, there will be a value (including abbreviated units). |

The Medication Summary is sorted by Date Prescribed, then by Date Dispensed. The results may be sorted in ascending or descending order by clicking on the data element column label.

Clicking on any row of the Medication Summary displays the Dispense details in a popup window (see section **Drug Dispense Detail**). If there are no dispenses associated with the record, the following pop-up appears:




*No Dispense Pop-up*

| Dispense Status | Definition |
|---|---|
| Active | A dispense has taken place, but not marked as picked up. |
| Completed | A dispense has been marked as picked up. |
| Aborted | A dispense has been reversed. |
| **Prescription Status** | **Definition** |
| Active | The prescription is dispensable |
| Completed | The total prescription has been depleted and is no longer dispensable |
| Aborted | The prescription is no longer active |
| Suspended | No further action can be taken on the prescription until it has been released. |

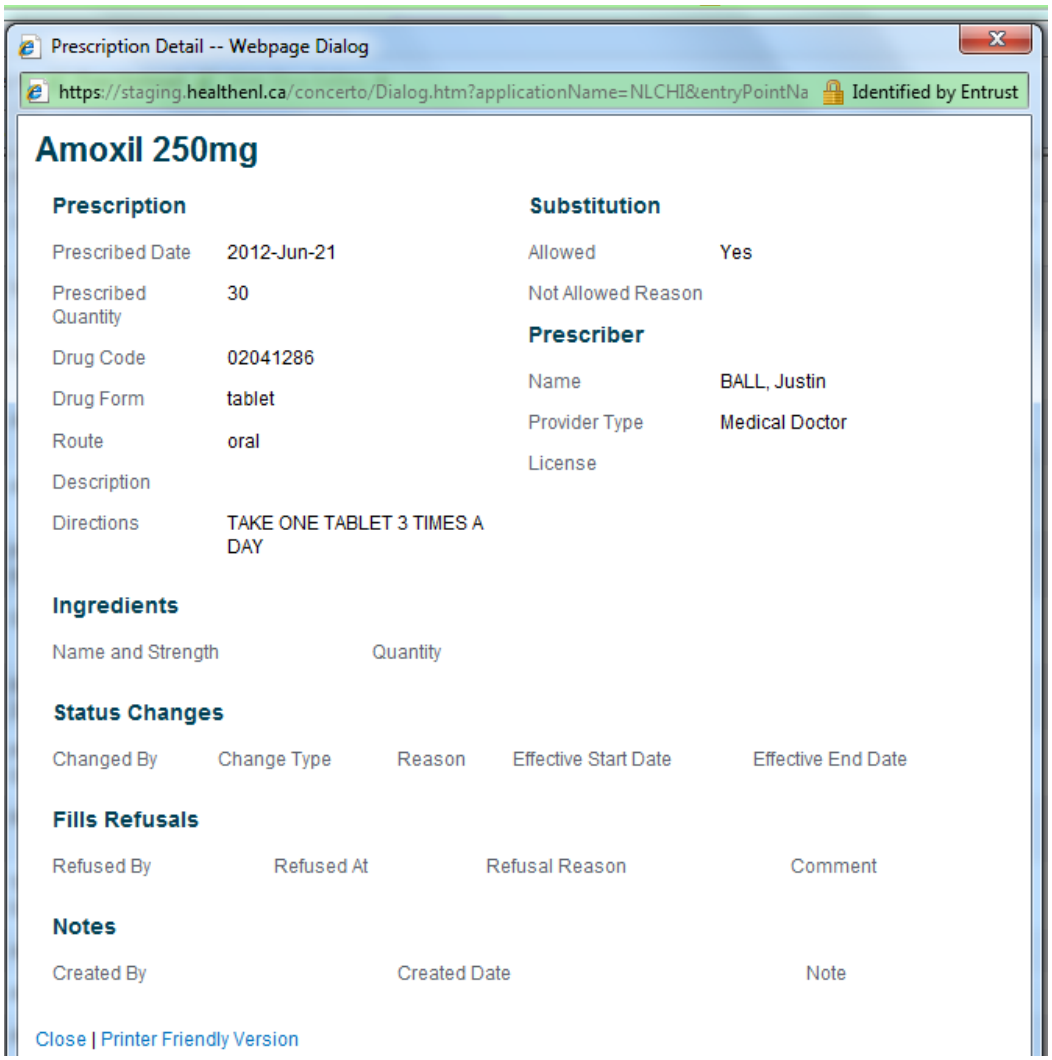
Note: The DIS status may not be a true reflection of the actual status of the prescription or dispense. These statuses are created based upon actions taken on a prescription or dispense between the Pharmacy Practice Management System and the Pharmacy Network.

Example: A dispense may not be marked as picked up on the Pharmacy Network, but the patient could possibly have picked up the dispense.

### 10.6 Drug Prescription Detail

Clicking on the Prescription icon , in the row in a row of the medication summary windowlet, displays the Prescription details in a popup window.

The Drug Prescription Detail displays the detailed record information for a given prescription.




*Prescription Detail*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

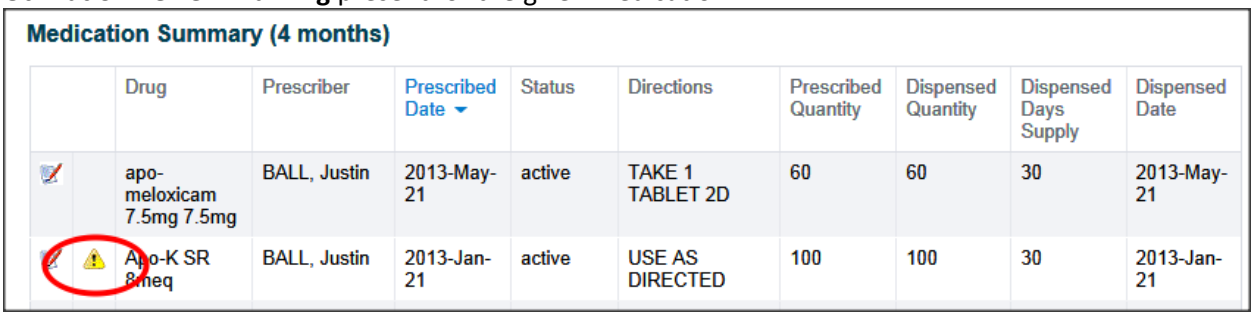
The Drug Prescription Detail contains the Prescribed Drug Name as a heading, followed by sections of information containing data items as described below:

| Section | Item |
|---|---|
| Prescription | Prescribed Date – date prescription issued. |
| | Quantity Prescribed – quantity of medications prescribed. |
| | Drug Code – Drug Identification Number (DIN) of medication. |
| | Drug Form – ie tablet, inhaler etc. |
| | Route – How the medication is to be administered ie oral, injection etc. |
| | Description – Additional route information. |
| | Directions – Instructions on when/how to administer the medication. |
| Substitution | Allowed – Whether or not a medication can be substitued for another. ie generic vs brand name. |
| | Not Allowed Reason – reason why medication substitution should not |

| Section | Item |
|---|---|
| | occur. |
| Prescriber | Name – the legal name of prescribing provider. |
| | Provider Type – Classification of provider ie Medical Doctor etc. |
| | License – License ID of the provider by the governing body of that profession. |
| Ingredients (List) | Ingredient Name – listing of ingredients contained in the medication. |
| | Ingredient Strength – the amount of active ingredient contained within drug. |
| Status Changes (List) | Changed By – Name of person who intiated status change. |
| | Change Type –What the change request is. Ie Consent request. |
| | Reason – Reason description for the change. |
| | Effective Start Date – When change intiated. |
| | Effective End Date – When status change will end. |
| Fills Refusal | Refused By – Name of provider that refused to fill the prescription. |
| | Refused At – Location of provider that refused prescription. |
| | Refusal Reason – Reason given by refusing provider. |
| | Comment – Any additional comments given by provider. |
| Notes (List) | Created By – Name of provider adding data to notes. |
| | Created Date – Date note was created. |
| | Note -Any additional information generated by provider(s). |

## 10.7 Drug Utilization Review (DUR)

The Drug Utilization Review is a component of the Medication Profile. It is accessed by clicking on the ⚠ indicator icon on a record in the Medication Profile. This icon is only present if there is a **Drug Utilization Review warning** present for the given medication.




The Drug Utilization Review (DUR) allows the user to view warnings related to the patient's medications that have been generated by the Pharmacy Network, as well as review any management of the contraindication that may have been taken by a pharmacist. The drug utilization review is based on other potential drug interactions, allergies, etc.

The DUR engine is First Data Bank (FDB).

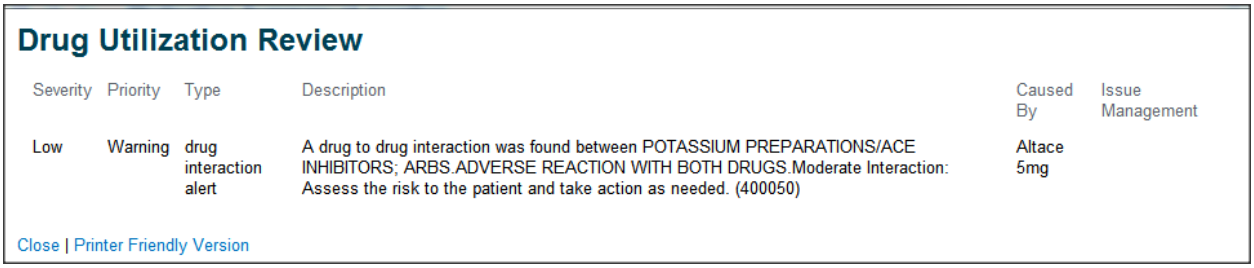
The current types of DURs that may be encountered are:

Controlled substance

Drug to Drug
Drug to Gender
Drug to Known Disease
Drug to Lactation
Drug to Pregnancy
Duplicate Ingredient
Duplicate Therapy/Switchback
Duration of Therapy
Min/Max
Too Late
Too Soon
Drug to Allergy

**Drug Utilization Review Popup**

The Drug Utilization Review Issue Popup displays the detailed record information for a given Drug Utilization Review issue.


Drug Utilization Review
Severity
Priority
Type
Description
Caused By
Issue Management
Low
Warning
drug interaction alert
A drug to drug interaction was found between POTASSIUM PREPARATIONS/ACE INHIBITORS; ARBS.ADVERSE REACTION WITH BOTH DRUGS.Moderate Interaction: Assess the risk to the patient and take action as needed. (400050)
Altace 5mg
Close | Printer Friendly Version

*Drug Utilization Review*

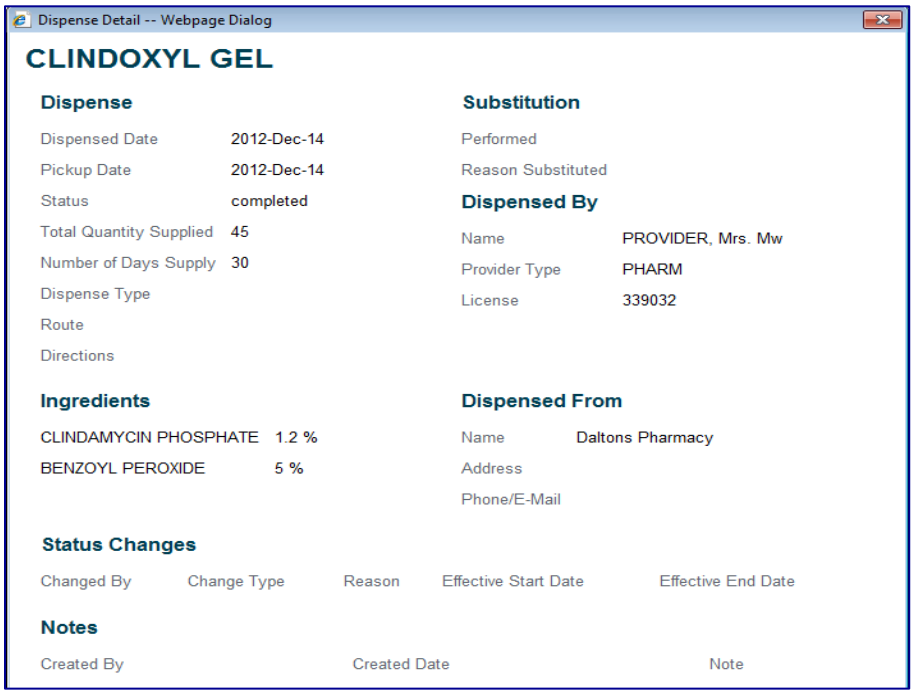
**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The Drug Utilization Review Issue Detail contains the text "Drug Utilization Review " as a heading, followed by sections of information containing data items as described below:

| Item | Details |
|---|---|
| Severity | The Issue severity (High, Moderate, Low). |
| Priority | The Issue priority (Error, Warning, Information). |
| Type | Type of issue. |
| Description | The issue text. |
| Caused By | The agent causing this issue. |
| Issue Management | List of issue management items. Each consists of the following fields:<br>Author - The creator of the issue management information;<br>Description - The issue management text; and<br>Date - The date the issue management record was created. |

## 10.8 Drug Dispense Detail

The Drug Dispense Detail displays the detailed record information for a given dispense of a prescription. Clicking on a row within the medication summary windowlet displays the dispense details in a popup window.




*Drug Dispense Detail*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The Drug Dispense Detail contains the Dispensed Drug Name as a heading, followed by sections of information containing data items as described below:

| Section | Item |
|---|---|
| Dispense | Dispensed Date – Date medications dispensed. |
| | Pickup Date – Date medication was dispensed. Note: If field is blank does not mean it was not picked up – it may mean that the dispensing pharmacy has not reported this date to DIS. |
| | Status - value to indicate status of dispense. Ie Active. |
| | Dispensed Quantity - Total qty of supplied medication. |
| | Dispensed Days Supply - Number of days medications should last. |
| | Dispense Type – ie refill, first fill. |
| | Route – How the medication is to be administered ie oral, injection etc. |
| | Description – Additional route information. |
| Substitution | Performed – Name of provider that performed the medication substitution. |
| | Reason Substituted – Provider's reason for substitution. |
| Dispensed By | Name – Legal name of dispensing provider |
| | Provider Type - Classification of provider ie Pharmacist etc. |
| | License - License ID of the provider by the governing body of that profession. |

| Section | Item |
|---|---|
| Ingredients (List) | Ingredient Name – listing of ingredients contained in the medication. |
| | Ingredient Strength – the amount of active ingredient contained within drug. |
| Dispensed From | Name – Name of location from which dispense occurred. |
| | Address – Physical address of dispensing location. |
| | Phone/E-Mail – Contact information for dispensing location. |
| Status Changes (List) | Changed By – Name of person who intiated status change. |
| | Change Type –What the change request is. Ie Consent request. |
| | Reason – Reason description for the change. |
| | Effective Start Date – When change intiated. |
| | Effective End Date – When status change will end. |
| Notes (List) | Created By – Name of provider adding data to notes. |
| | Created Date – Date note was created. |
| | Note -Any additional information generated by provider(s). |

## 10.9 Other Medication Summary

The Other Medication Summary allows the user to view a summary listing of patient-reported medications, which were not prescribed by a clinician. Clicking on any row of the Other Medication Summary displays the Other Medication details in a popup window.

Other Medication Summary (4 months)
Drug
Reported Start Date
TYLENOL 325 MG TABLET
2013-Jun
ASPIRIN 325 MG TABLET EC
2013-Mar
Results 1-2 Printer Friendly Version
IMPORTANT: HEALTHe NL consolidates information from various source systems province-wide. While efforts are made to ensure accuracy and completeness, HEALTHe NL is not exhaustive and should not be relied upon as a sole information source in providing care. Patient data may exist in other health databases.

*Other Medication Summary*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The Other Medication Summary includes the following columns:

| Label | Notes |
|---|---|
| Drug | The drug name is displayed, combined with the strength and form. |
| Reported Start Date | The start date of the medication as reported by the patient. |

In some cases, a Drug Utilization Review (DUR) indication is present with the record, and is represented by an alert icon. Clicking on this icon displays the DUR details in a popup window. See DUR section above for more details.

## 10.10 Other Medication Detail

The Other Medication Detail displays the detailed record information for a medication.

*Other Medication Detail*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The Other Medication Detail contains the Drug Name as a heading, followed by sections of information containing data items as described below:

| Section | Item |
|---|---|
| Prescription | Start Date – Date other medication was prescribed |
| | End Date |
| | Status - value to indicate status of other prescribed medication. Ie Active. |
| | Drug Code – Drug Identification Number (DIN) of medication. |
| | Drug Form – ie tablet, inhaler etc. |
| | Route – How the medication is to be administered ie oral, injection etc. |
| | Description – Additional route information. |
| | Directions – Instructions on when/how to administer the other medication. |
| | Additional Instructions – Any additional information added by provider(s) |
| Author | Name – Legal name of provider |
| | Provider Type - Classification of provider ie Pharmacist etc. |
| | License - License ID of the provider by the governing body of that profession. |
| Ingredients (List) | Ingredient Name – listing of ingredients contained in the other medication. |
| | Ingredient Strength – the amount of active ingredient contained |

| Section | Item |
|---|---|
| | within other medication. |
| Status Changes (List) | Changed By – Name of person who intiated status change. |
| | Change Type –What the change request is. Ie Consent request. |
| | Reason – Reason description for the change. |
| | Effective Start Date – When change intiated. |
| | Effective End Date – When status change will end. |
| Notes (List) | Created By – Name of provider adding data to notes. |
| | Created Date – Date note was created. |
| | Note -Any additional information generated by provider(s). |

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

### 10.11 Demographics Windowlet

*Demographics windowlet*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The demographics windowlet displays the patient's personal and contact details, and can be used to check that the intended patient has been selected. It includes the following information:

- The patient's **name**
- The patient's **identifier**
- **Alternate Names**: Displays all known alternate names for the patient
- The **demographics**:
    - gender;
    - date of birth,;
    - address details and;
    - phone number(s)

If the patient is deceased, the following icon will appear in the patient context bar next to the patient's name: DECEASED.

## 10.12 Allergies and Adverse Drug Events (ADE)

The Allergy profile is a component of the Dynamic Patient Summary, shown on the Patient Summary Page. Additionally, the Allergy profile alone can be accessed by clicking on the Allergies icon in the Patient Context Bar.

The Allergy profile data includes records for both Allergies and Adverse Drug Events (ADE). There are two corresponding summaries related to the Allergy profile:

1. Allergy;
2. Adverse Drug Events.

### 10.12.1 Allergy Summary

The Allergy Summary allows the user to view a summary listing of the patient's active allergies and may include drug, environmental and food allergy information.

The Allergy Summary windowlet displays the following active allergy details:

- The allergy Agent;
- The Severity and (Reactions) of the allergy;
- The Reported date the allergy was entered into the Drug Information System (DIS).

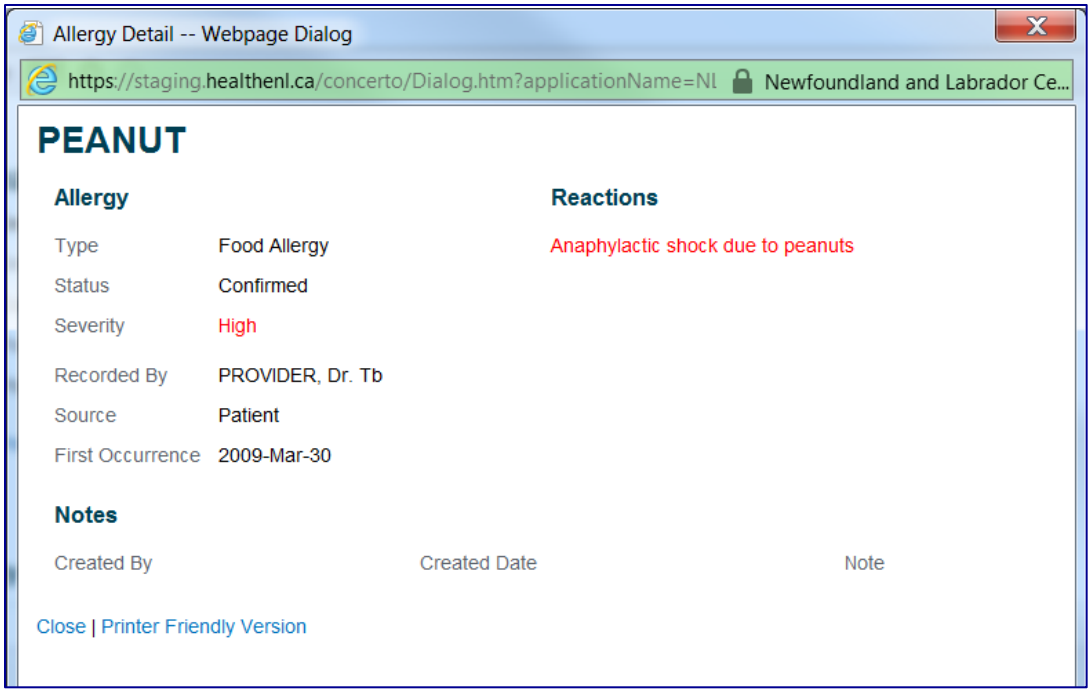
Allergy Summary
Agent
Severity (Reactions)
Created Date
MACROLIDE ANTIBIOTICS
High
2012-Nov-22
Results 1-1 Printer Friendly Version
IMPORTANT: HEALTHe NL consolidates information from various source systems province-wide. While efforts are made to ensure accuracy and completeness, HEALTHe NL is not exhaustive and should not be relied upon as a sole information source in providing care. Patient data may exist in other health databases.

*Allergy Summary windowlet*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

### 10.12.2 Allergy Detail

The Allergy Detail displays the detailed record information for an allergy sourced from the Drug Information System (DIS).




*Allergy Detail*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The Allergy Detail contains the Agent as a heading, followed by sections of information containing data items as described below:

| Section | Item |
|---|---|
| Allergy | Type –value of allergen type. IE Food Allergy. |
| | Status –value of allergy status. IE Confirmed. |
| | Severity: Displays in red if the Severity value is high. |
| | Recorded By – Name of person that recored the allergy. |
| | Source – Source that identified the allergy. |
| | First Occurrence – Date allergy was initially identified. |
| Reactions (List) | Reaction: Displays in red if the Severity value is high. |
| Notes (List) | Created By – Name of provider adding data to notes. |
| | Created Date – Date note was created. |
| | Note - Any additional information generated by provider(s). |

### 10.12.3 Adverse Drug Event Summary

The Adverse Drug Event (ADE) summary allows the user to view a summary listing of the patient's adverse drug events sourced from the Drug Information System (DIS).

**Adverse Drug Event Summary**

| Agent | Severity (Reactions) | Onset Date |
|---|---|---|
| CLINDOXYL GEL | High ( Blindness, one eye ) | 2012-Jul-23 |

Results 1-1 Printer Friendly Version

**IMPORTANT:** HEALTHe NL consolidates information from various source systems province-wide. While efforts are made to ensure accuracy and completeness, HEALTHe NL is not exhaustive and should not be relied upon as a sole information source in providing care. Patient data may exist in other health databases.

*Adverse Drug Event Summary List*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The ADE Summary includes the following columns:

| Label | Notes |
|---|---|
| allergic Agent | If the Agent is longer than 50 characters, it is abbreviated with "…". Complete information is available on the detail screen. |
| Severity (Reaction) | Severity is combined with Reaction to make a single column, with Reaction in parentheses, if available. Multiple reactions are separated with semicolons. If the reaction is longer than 50 characters, it is abbreviated with "…".Complete information is available on the detail screen. |
| Onset | Date of onset |

Clicking on any row of the Adverse Drug Event Summary displays the Adverse Drug Event Detail in a popup window.

***Following the Allergies Summary and ADE Summary listing, a disclaimer is displayed with the following information:***

*IMPORTANT: Allergy, Adverse Drug Event, and Medical Condition information in the EHR is provided by community pharmacies ONLY. Data recorded when the patient visits other health care facilities, community health or private clinics are NOT included. This information may NOT be diagnostically confirmed as it may be reported by the Patient.*

### 10.12.4 Adverse Drug Event Detail

The Adverse Drug Event (ADE) detail displays the detailed record information for an adverse drug event.

*Adverse Drug Event (ADE) Detail*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The ADE Detail contains the Agent as a heading, followed by sections of information containing data items as described below

| Section | Item |
|---|---|
| Adverse Drug Event | Severity –value identifying intensity of the adverse reaction. Note: Severity and Reactions classified as High are identified through the text color **Red**. |
| | Recorded By – Name of the provider diagnosing ADE |
| | Source – Identifying source of the ADE. IE Patient. |
| | Onset Date – Date ADE was reported. |
| | Description – Additional details regarding the ADE. |
| Reactions (List) | Reaction – Effect the ADE has on a patient. IE elevated blood pressure. |
| Assessment (List) | Exposure Agent – Agent that triggerd the ADE. |
| | Mode of Exposure – How patient encountered the exposure agent. |
| | Dispense Number – Of the exposure agent (if applicable) |
| Notes (List) | Created By – Name of provider adding data to notes. |
| | Created Date – Date note was created. |

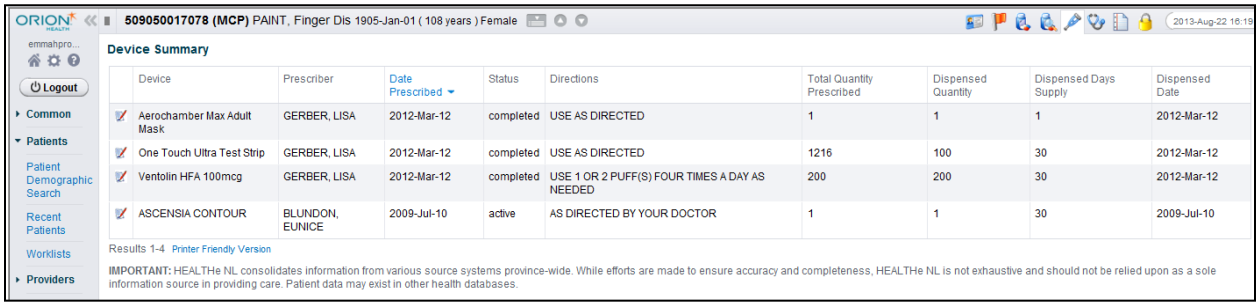
| | |
|---|---|
| | Note -Any additional information generated by provider(s). |

## 10.13 Devices

The Devices profile is a component of the Dynamic Patient Summary, and can be accessed by clicking on the Devices icon in the Patient Context Bar.

### 10.13.1 Device Summary

The Device Summary allows the user to view a summary listing of the patient's dispensed medical devices. Each row in the Device Summary presents an aggregate of data about the device prescription and each associated dispense (if any). Device data is sourced from the NL Drug Information System (DIS) and is sorted by date, with the most recent device reported.


509050017078 (MCP) PAINT, Finger Dis 1905-Jan-01 ( 108 years ) Female
2013-Aug-22 16:19
Logout
Common
Patients
Patient Demographic Search
Recent Patients
Worklists
Providers
Device Summary
Device | Prescriber | Date Prescribed | Status | Directions | Total Quantity Prescribed | Dispensed Quantity | Dispensed Days Supply | Dispensed Date
Aerochamber Max Adult Mask | GERBER, LISA | 2012-Mar-12 | completed | USE AS DIRECTED | 1 | 1 | 1 | 2012-Mar-12
One Touch Ultra Test Strip | GERBER, LISA | 2012-Mar-12 | completed | USE AS DIRECTED | 1216 | 100 | 30 | 2012-Mar-12
Ventolin HFA 100mcg | GERBER, LISA | 2012-Mar-12 | completed | USE 1 OR 2 PUFF(S) FOUR TIMES A DAY AS NEEDED | 200 | 200 | 30 | 2012-Mar-12
ASCENSIA CONTOUR | BLUNDON, EUNICE | 2009-Jul-10 | active | AS DIRECTED BY YOUR DOCTOR | 1 | 1 | 30 | 2009-Jul-10
Results 1-4 Printer Friendly Version
IMPORTANT: HEALTHe NL consolidates information from various source systems province-wide. While efforts are made to ensure accuracy and completeness, HEALTHe NL is not exhaustive and should not be relied upon as a sole information source in providing care. Patient data may exist in other health databases.

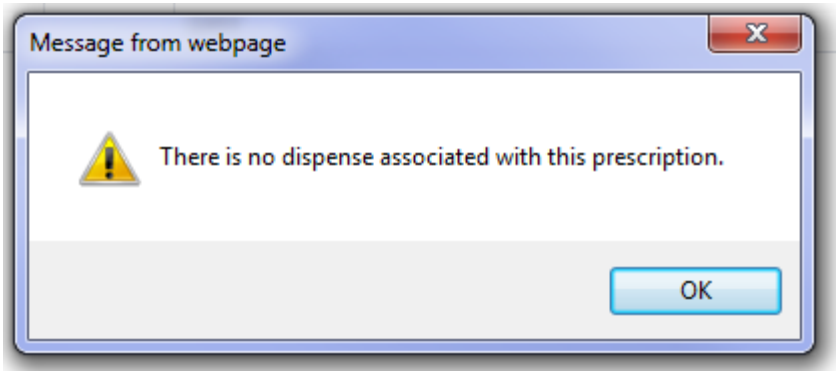
*Device Summary*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The Device Summary includes the following columns:

| Label | Notes |
|---|---|
| Device | The dispensed device name. If the device has been dispensed, this is the dispensed name; otherwise, the prescribed name is displayed. |
| Prescriber | The name of the prescriber. |
| Date Prescribed | The date the prescription was written. |
| Status | The dispense status, if the device has been dispensed. Otherwise, the prescription status. |
| Directions | Dispense directions, if the device has been dispensed. Otherwise, the prescription directions. |
| Total Qty Prescribed | Quantity prescribed to the patient |
| Dispensed Qty | If dispensed. |
| Dispensed Days Supply | If dispensed. |
| Dispensed Date | If dispensed. |

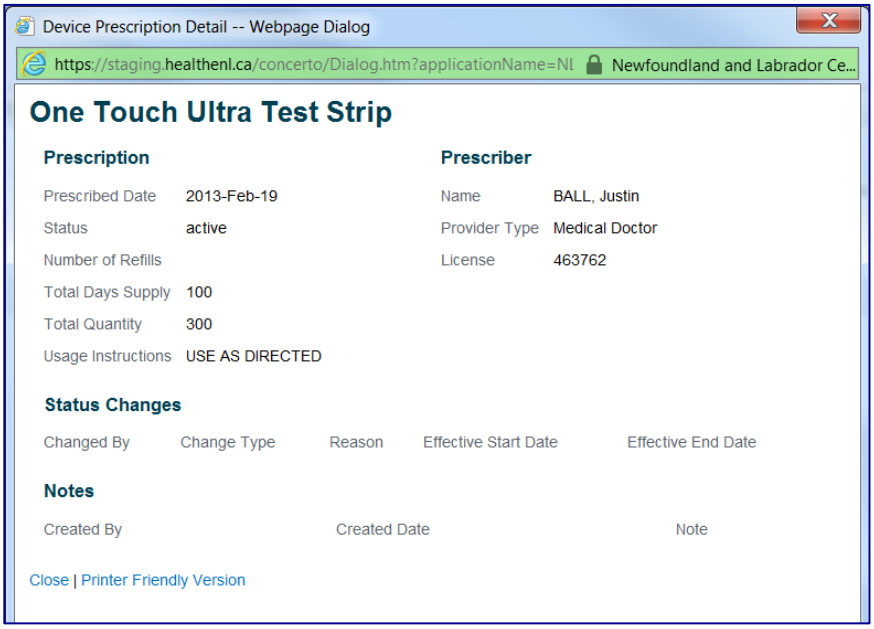
Clicking on any row of the Device Summary displays the Device Dispense Detail in a popup window (see section Device Dispense Detail). If no dispense is associated with the record, the following window pops up.




*No Dispense Associated Pop-up*

### 10.13.2 Device Prescription Detail

The Device Prescription Detail displays the detailed record information for a given device prescription.




*Device Prescription Detail*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

Clicking on the Prescription icon in the row displays the Device Prescription Detail in a popup window.

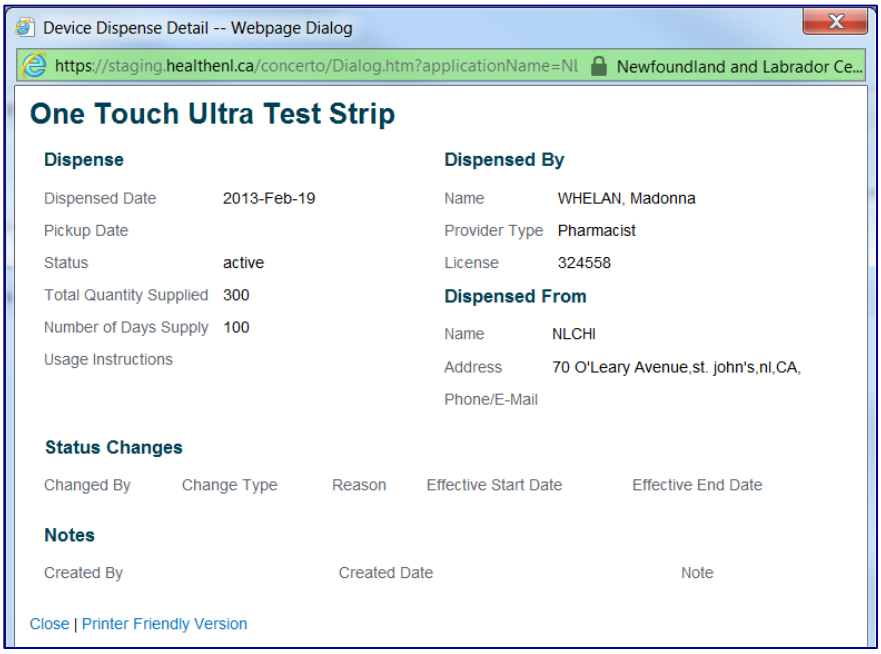
The Device Prescription Detail contains the Prescribed Device Name as a heading, followed by sections of information containing data items as described below:

| Section | Item |
|---|---|
| Prescription | Prescribed Date |

| | |
|---|---|
| | Status |
| | Number of Refills |
| | Total Days Supply |
| | Total Quantity |
| | Usage Instructions |
| Prescribed By | Name |
| | Provider Type |
| | License |
| Status Changes (List) | Changed By |
| | Change Type |
| | Reason |
| | Effective Start Date |
| | Effective End Date |
| Notes (List) | Created By |
| | Created Date |
| | Note |

### 10.13.3 Device Dispense Detail

The Device Dispense Detail displays the detailed record information for a given dispense of a medical device.




*Device Dispense Detail*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

Clicking on a row in the Device Summary windowlet displays the Device Dispense Detail in a popup window.

The Device Dispense Detail contains the Dispensed Device Name as a heading, followed by sections of information containing data items as described below:

| Section | Item |
|---|---|
| Dispense | Dispensed Date - Date device was dispensed. |
| | Pickup Date – Date of device pickup. Note: If field is blank does not mean it was not picked up – it may mean that the dispensing pharmacy has not reported this date to DIS. |
| | Status - value to indicate status of dispense. Ie Active. |
| | Total Quantity Supplied |
| | Number of Days Supply |
| | Usage Instructions |
| Dispensed By | Name |
| | Provider Type |
| | License |
| Dispensed From | Name |
| | Address |
| | Phone/E-Mail |
| Status Changes (List) | Changed By |
| | Change Type |
| | Reason |
| | Effective Start Date |
| | Effective End Date |
| Notes (List) | Created By |
| | Created Date |
| | Note |

## 10.14 Medical Conditions

The Medical Conditions profile is a component of the Dynamic Patient Summary, and can be accessed by clicking on the Medical Conditions icon in the Patient Context Bar.

### 10.14.1 Medical Condition Summary

The Medical Condition profile consists of a summary that allows the user to view a summary listing of the patient's active medical conditions. Medical Conditions are sourced from the NL Drug Information System (DIS) and is sorted by date, with the most recent condition reported.

ORION
509050017078 (MCP) PAINT, Finger Dis 1905-Jan-01 ( 108 years ) Female
2013-Aug-22 16:23
emmahpro...
Logout
Common
Patients
Patient Demographic Search
Medical Condition Summary
Medical Condition
Created
Recorded By
Malignant hypertension
2009-Jul-10
PROVIDER, Dr. Mw
Diabetes insipidus
2009-Jul-10
PROVIDER, Dr. Mw
Results 1-2 Printer Friendly Version
IMPORTANT: HEALTHe NL consolidates information from various source systems province-wide. While efforts are made to ensure accuracy and completeness, HEALTHe NL is not exhaustive and should not be relied upon as a sole information source in providing care. Patient data may exist in other health databases.

*Medical Condition Summary*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The Medical Condition Summary includes the following columns:

| Label | Notes |
|---|---|
| Condition | If the condition is longer than 100 characters, it is abbreviated with "…". Complete information is available on the detail screen. |
| Created | Creation Date – Date medical condition was initially recorded. |
| Recorded By | Recorded by name – Name of provider that recorded the medical condition. |

Clicking on any row of the Medical Condition Summary displays the Medical Condition Detail in a popup window.

### 10.14.2 Medical Condition Detail

The Medical Condition Detail displays the detailed record information for a medical condition. Medical Conditions are sourced from the NL Drug Information System (DIS).

*Medical Condition Detail*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The Medical Condition Detail contains the Medical Condition Name as a heading, followed by sections of information containing data items as described below:

| **Section** | **Item** |
|---|---|
| Medical Condition | Start Date – Reported start date medical condition was identified. |
| | End Date – Reported end date medical condition was deemed healed. |
| | Duration – Length of time medical condition existed. |
| | Status - value to indicate status of medical condition. Ie Active. |
| | Recorded By – Name of provider that recorded the medical condition. |

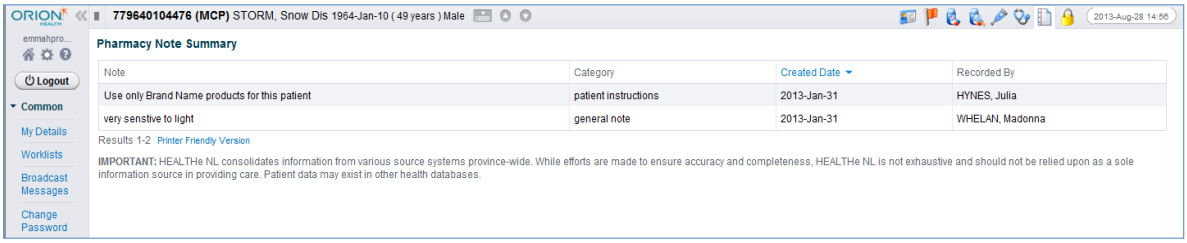
| | |
|---|---|
| | Source – Identifiying source of medical condition. |
| | Chronic Indicator –value for chronic indication. IE Continous/Chronic |
| Notes (List) | Created By – Name of provider adding data to notes. |
| | Created Date – Date note was created. |
| | Note -Any additional information generated by provider(s). |

## 10.15 Pharmacy Notes

The Pharmacy Notes is a component of the Dynamic Patient Summary, and can be accessed by clicking on the Pharmacy Notes icon in the Patient Context Bar.

### 10.15.1 Pharmacy Note Summary

The Pharmacy Note Summary allows the user to view a summary listing of the Pharmacy Notes related to this patient's Pharmacy Network health record. Pharmacy Notes are sourced from the NL Drug Information System (DIS).


779640104476 (MCP) STORM, Snow Dis 1964-Jan-10 ( 49 years ) Male
2013-Aug-28 14:56
emmahpro...
Logout
Common
My Details
Worklists
Broadcast Messages
Change Password
Pharmacy Note Summary
Note
Category
Created Date
Recorded By
Use only Brand Name products for this patient
patient instructions
2013-Jan-31
HYNES, Julia
very senstive to light
general note
2013-Jan-31
WHELAN, Madonna
Results 1-2 Printer Friendly Version
IMPORTANT: HEALTHe NL consolidates information from various source systems province-wide. While efforts are made to ensure accuracy and completeness, HEALTHe NL is not exhaustive and should not be relied upon as a sole information source in providing care. Patient data may exist in other health databases.
b

*Pharmacy Note Summary*

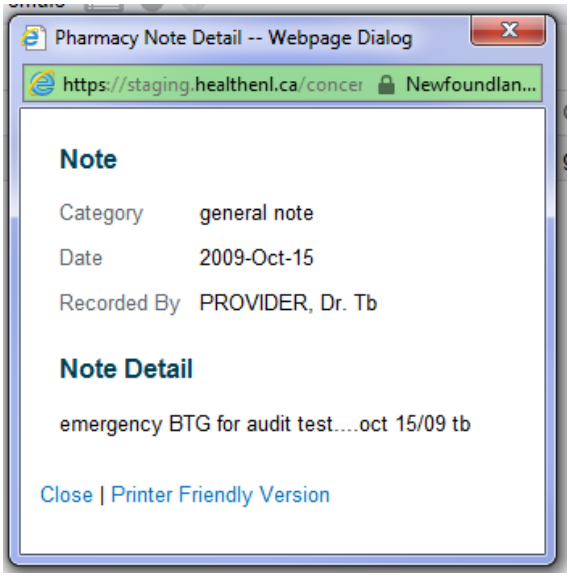
**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

The Pharmacy Note Summary includes the following columns:

| Label | Description |
|---|---|
| Note | If the note is longer than 100 characters, it is abbreviated with "…". Complete information is available on the detail screen. |
| Category | Note category (i.e. general note, diagnostic image note, etc) |
| Date | Date the note was entered. |
| Recorded By | Note Author |

### 10.15.2 Pharmacy Note Detail

The Pharmacy Note Detail displays the detailed record information for a pharmacy note.




*Pharmacy Note Detail*

**NOTE**: Printing can be accomplished from any Search Result, Summary or Detail screen. Please see **Printer Friendly Version** for details.

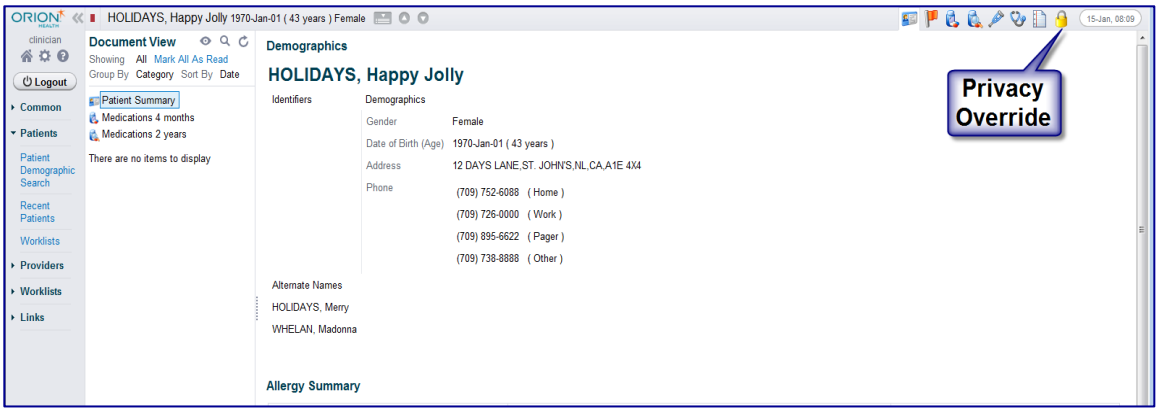
Clicking on any row of the Pharmacy Note Summary displays the Pharmacy Note Detail in a popup window.

The Pharmacy Note Detail contains the following sections of information containing data items as described below:

| Section | Item |
|---|---|
| Note | Category - Note category (i.e. general note, diagnostic image note, etc) |
| | Date – Date note was created. |
| | Recorded By – Name of provider recording note. |
| Note Detail | Text – Body of the note. |

## 10.16 Patient Privacy Override

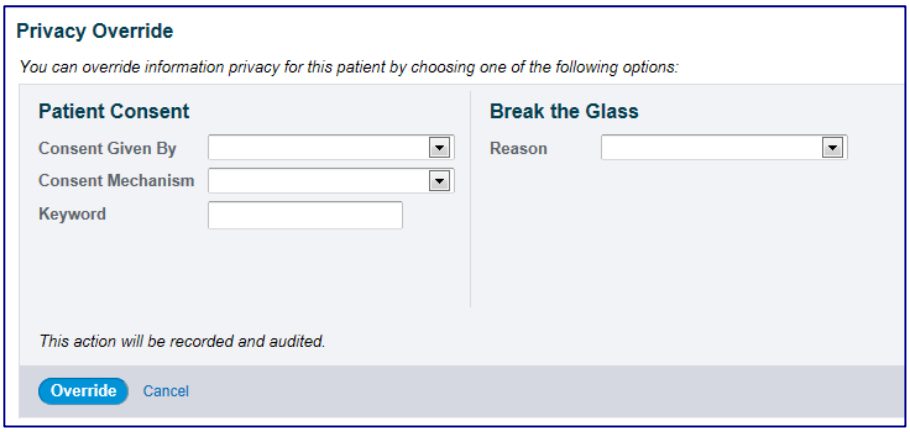
The clinical data presented in the Dynamic Patient Summary may be restricted or limited due to information privacy directives present on the patient's electronic health record.
When clinical data is protected by an information privacy directive, it is said to be masked. If records are masked, the Viewer user is informed with a message "Data is not shown due to privacy restrictions" in the area of the page where data is normally expected to appear.
When the user encounters masked data due to information privacy, the user can override this restriction by clicking the "Privacy Override" icon in the Patient Context Bar.




***Privacy Override***

This redirects the user to a page where they provide the reason for overriding the information privacy. The user overrides the information privacy by either:

- Indicatingthe patient's consent, and entering the correct patient keyword
- Choosing to break the glass, and specifying a reason for doing so from a predefined list.




*Privacy Override*

| Section | Item/Label | Input Type |
|---|---|---|
| Patient Consent | Consent Given By | Dropdown List selection from:<br>• <empty><br>• Patient<br>• Patient representative |
| | Consent Mechanism | Dropdown List selection from:<br>• <empty><br>• Physical presence<br>• Verbal |
| | Keyword | Enter patient's personal 'keyword' |
| | Representative's First Name | Field appears when Consent Given By is Patient Representative. Enter Patient Representative First Name |
| | Patient Representative's | Field appears when Consent Given By is Patient |

| | | |
|---|---|---|
| | Last Name | Representative. Enter Patient Representative Last Name |
| Break the Glass | Reason | Select From Dropdown:<br>• <empty><br>• Emergency<br>• Professional judgment |

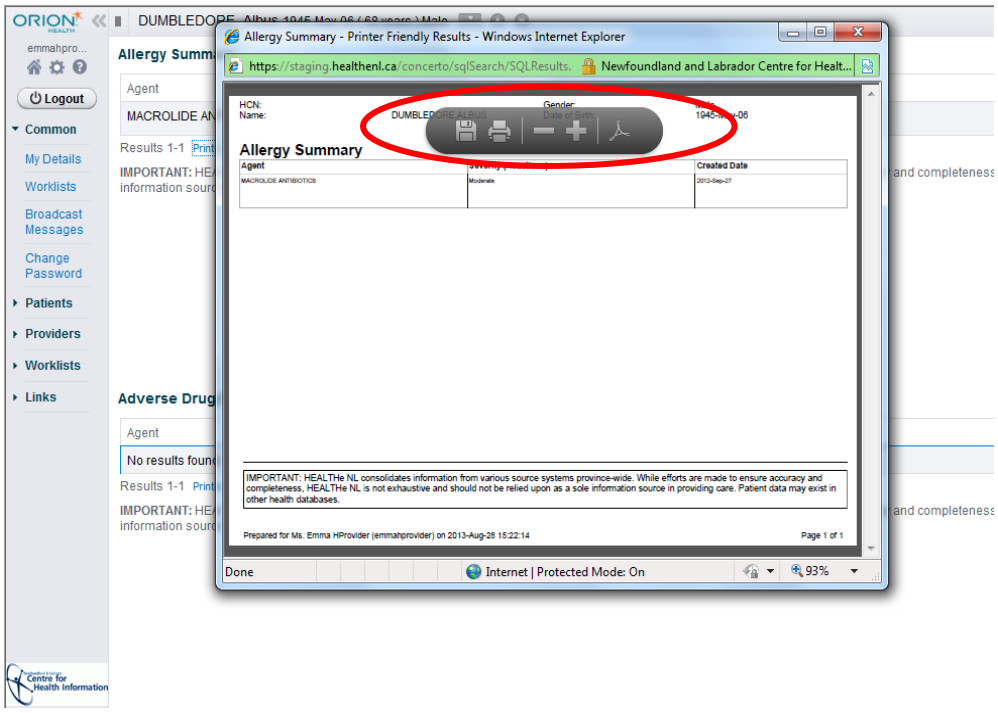
If user selects 'Break the Glass', all other validation criteria is ignored and Consent Given By, Consent Mechanism, Keyword, and Patient Representative name are not required to complete the Privacy Override. All events related to privacy overrides are subject to strict audit controls.
Upon clicking the "Override" button on the Privacy Override page, the privacy override information is validated in accordance with the business rules. If the validation succeeds, the user is redirected to the Dynamic Patient Summary, where the previously masked records are now viewable.

Once the Privacy Override has been validated and complete, all areas of the patient record will be visible and no other privacy override will be required to view sensitive data within the patient record.

The Privacy Override is active for the duration of the user's active session. If the user terminates the active session (logs out), the Privacy Override will be required at the next session to view masked data.

### 10.17 Printer Friendly Version

All Search Results, Summary and Detail Results include a "Printer Friendly Version" link. Clicking this link will launch a pop-up window in a printer friendly PDF format. Hovering over the page body will float a tool bar within the window (circled in red below).


Allergy Summary - Printer Friendly Results - Windows Internet Explorer
Allergy Summary
Done
Internet | Protected Mode: On

*ADOBE POP UP TOOL BAR*

The tool bar enables the user to Save, Print, Zoom in or out, or launch the Adobe PDF utility within the window if available on the client device. Clicking on the "Printer Friendly Version" link produces the complete data set (i.e. if there is more than one page of results, the Printer Friendly output includes all pages, not just the page on screen when launched), a disclaimer if present, as well as a header and footer. Printing utilizes the user's local browser printing capabilities.

For Printer Friendly Version output with a patient in context, the header incorporates patient identity an HCN (if available), Gender, Name, and Date of Birth.

| | | | |
|---|---|---|---|
| HCN: | 679871897550 | Gender: | Female |
| Name: | RAIN,SUMMER DIS | Date of Birth: | 1987-Jul-07 |

*Header Example for Printer Friendly Version Output*

The footer incorporates user identity information – User Name, date and time printed, and Page x of x.

Prepared for Peter SeelyPROVIDER (peterseelyprovider) on 2013-Feb-19 10:46 Page 1 of 1

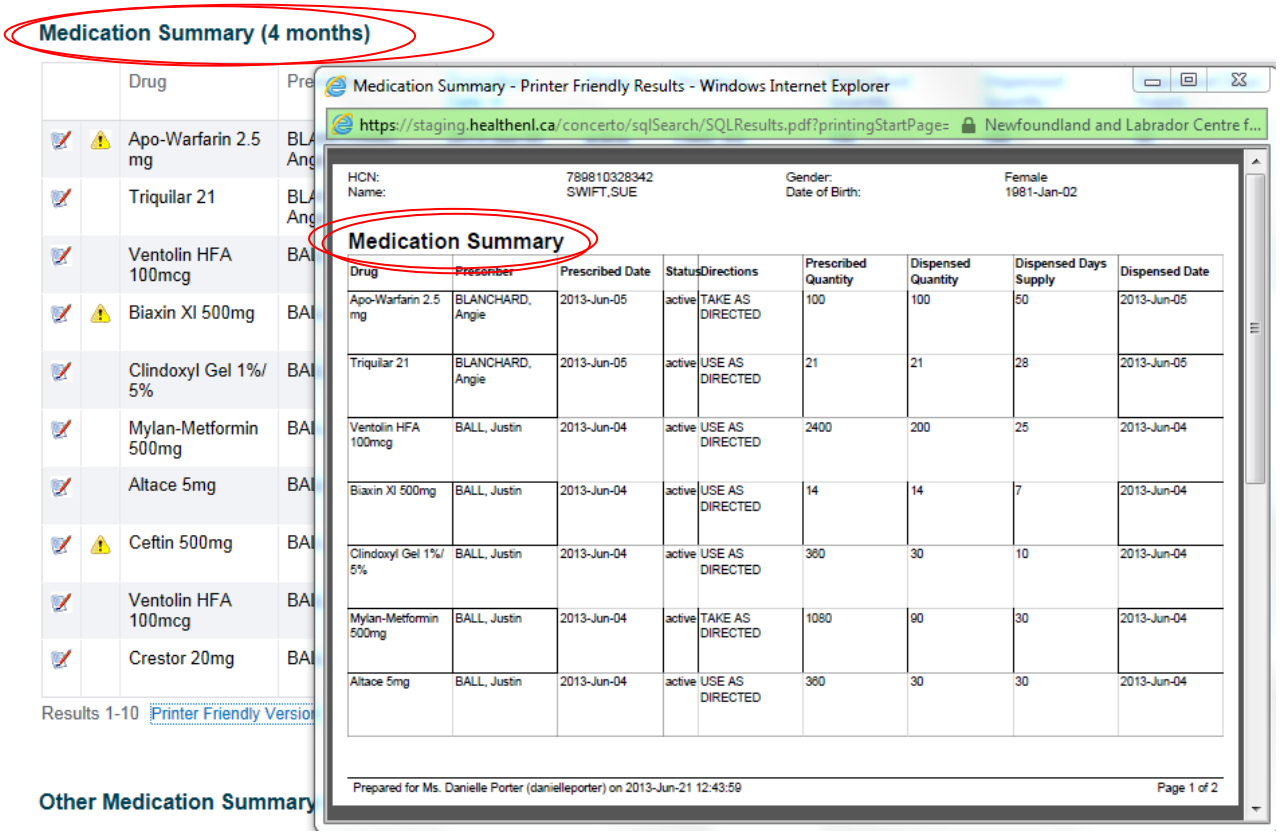
*Footer Example for Printer Friendly Version Output*

# 11.Important Notes

The following are current issues that users may encounter when using the HEALTHe NL Viewer. It is anticipated that future releases of the Viewer will address these issues. In the meantime, work-around processes are detailed below where possible.

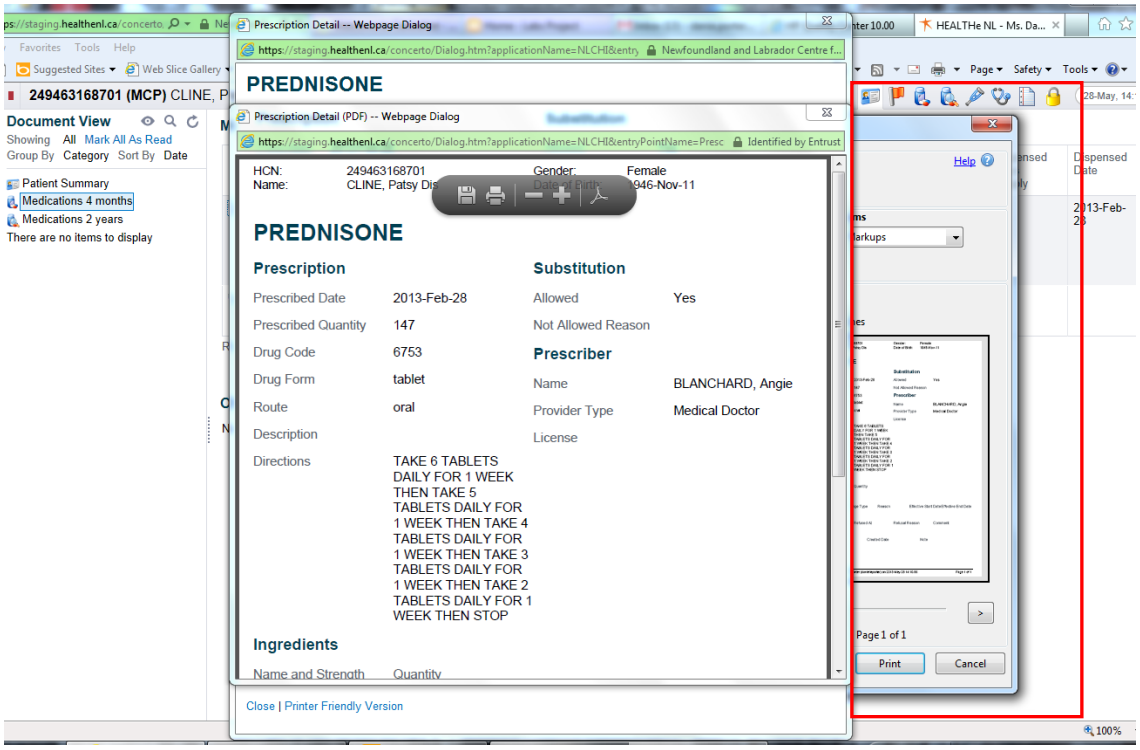
## 11.1 Title in Printer Friendly Window

The title on the printer friendly version for the Medication profile does not distinguish between printing a 4 month vs. a 2 year profile.


Medication Summary (4 months)
Drug
Apo-Warfarin 2.5 mg
Triquilar 21
Ventolin HFA 100mcg
Biaxin XL 500mg
Clindoxyl Gel 1%/ 5%
Mylan-Metformin 500mg
Altace 5mg
Ceftin 500mg
Ventolin HFA 100mcg
Crestor 20mg
Results 1-10
Printer Friendly Version
Other Medication Summary
Medication Summary - Printer Friendly Results - Windows Internet Explorer
https://staging.healthenl.ca/concerto/sqlSearch/SQLResults.pdf?printingStartPage=
Newfoundland and Labrador Centre f...
HCN: 789810328342
Name: SWIFT,SUE
Gender: Female
Date of Birth: 1981-Jan-02
Medication Summary
Drug | Prescriber | Prescribed Date | Status | Directions | Prescribed Quantity | Dispensed Quantity | Dispensed Days Supply | Dispensed Date
Apo-Warfarin 2.5 mg | BLANCHARD, Angie | 2013-Jun-05 | active | TAKE AS DIRECTED | 100 | 100 | 50 | 2013-Jun-05
Triquilar 21 | BLANCHARD, Angie | 2013-Jun-05 | active | USE AS DIRECTED | 21 | 21 | 28 | 2013-Jun-05
Ventolin HFA 100mcg | BALL, Justin | 2013-Jun-04 | active | USE AS DIRECTED | 2400 | 200 | 25 | 2013-Jun-04
Biaxin XL 500mg | BALL, Justin | 2013-Jun-04 | active | USE AS DIRECTED | 14 | 14 | 7 | 2013-Jun-04
Clindoxyl Gel 1%/ 5% | BALL, Justin | 2013-Jun-04 | active | USE AS DIRECTED | 360 | 30 | 10 | 2013-Jun-04
Mylan-Metformin 500mg | BALL, Justin | 2013-Jun-04 | active | TAKE AS DIRECTED | 1080 | 90 | 30 | 2013-Jun-04
Altace 5mg | BALL, Justin | 2013-Jun-04 | active | USE AS DIRECTED | 360 | 30 | 30 | 2013-Jun-04
Prepared for Ms. Danielle Porter (danielleporter) on 2013-Jun-21 12:43:59
Page 1 of 2

## 11.2 Printing Detail Pages - Adobe Version 11

When using Adobe version 11, and printing detail pages from the HEALTHe NL Viewer, the system print screen appears behind the Adobe window. Users will have to click on the printing screen and pull it out in order to access the print button.



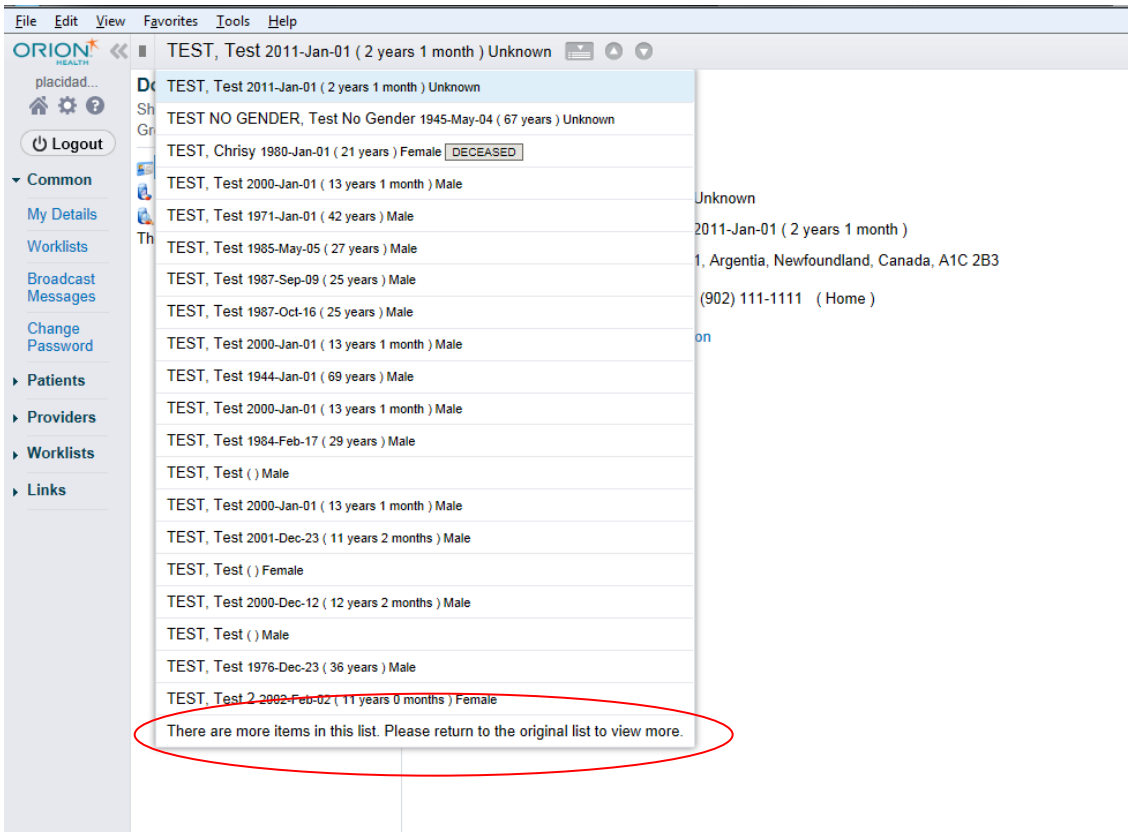

## 11.3 'Add Search Results to Worklist' Issue

When adding a patient to a worklist from the search results list, if the user forgets to select a patient but chooses the worklist 'BLUE' for example, the application generates an error but does not refresh the worklist selection box value back to 'Add Search Results to Worklist'. Since the addition of the patient(s) to the worklist is triggered by the selection of an item in the worklist selection box, the user must refresh the page (F5). This will reset the worklist selection box and enable the selection of the patients and appropriate worklist again.

## 11.4 Context Icon Message

After performing a patient search and bringing a patient into context, clicking the 'Context Icon' in the patient context bar displays the list of patients returned from the patient search. The last entry (row) in that list contains a message stating: "There are more items in this list. Please return to the original list to view more." The list actually displays all returned results (there are no remaining), and clicking on the row does not perform any action.

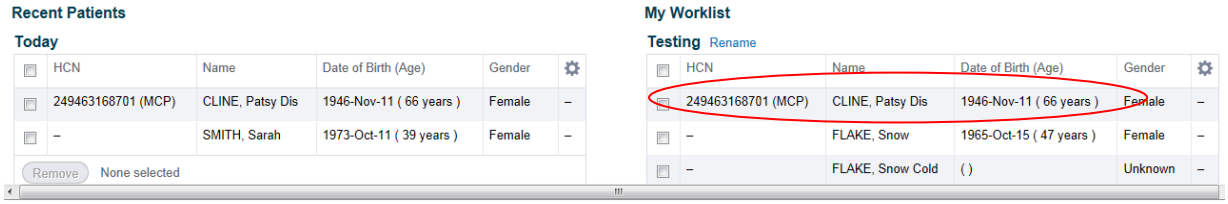
The same behavior is seen when bringing a patient into context form the recent patient list and a user's worklist.


File Edit View Favorites Tools Help
ORION HEALTH
placidad...
Logout
Common
My Details
Worklists
Broadcast Messages
Change Password
Patients
Providers
Worklists
Links
TEST, Test 2011-Jan-01 ( 2 years 1 month ) Unknown
TEST, Test 2011-Jan-01 ( 2 years 1 month ) Unknown
TEST NO GENDER, Test No Gender 1945-May-04 ( 67 years ) Unknown
TEST, Chrisy 1980-Jan-01 ( 21 years ) Female DECEASED
TEST, Test 2000-Jan-01 ( 13 years 1 month ) Male
TEST, Test 1971-Jan-01 ( 42 years ) Male
TEST, Test 1985-May-05 ( 27 years ) Male
TEST, Test 1987-Sep-09 ( 25 years ) Male
TEST, Test 1987-Oct-16 ( 25 years ) Male
TEST, Test 2000-Jan-01 ( 13 years 1 month ) Male
TEST, Test 1944-Jan-01 ( 69 years ) Male
TEST, Test 2000-Jan-01 ( 13 years 1 month ) Male
TEST, Test 1984-Feb-17 ( 29 years ) Male
TEST, Test ( ) Male
TEST, Test 2000-Jan-01 ( 13 years 1 month ) Male
TEST, Test 2001-Dec-23 ( 11 years 2 months ) Male
TEST, Test ( ) Female
TEST, Test 2000-Dec-12 ( 12 years 2 months ) Male
TEST, Test ( ) Male
TEST, Test 1976-Dec-23 ( 36 years ) Male
TEST, Test 2 2002-Feb-02 ( 11 years 0 months ) Female
There are more items in this list. Please return to the original list to view more.
Unknown
2011-Jan-01 ( 2 years 1 month )
1, Argentia, Newfoundland, Canada, A1C 2B3
(902) 111-1111 ( Home )

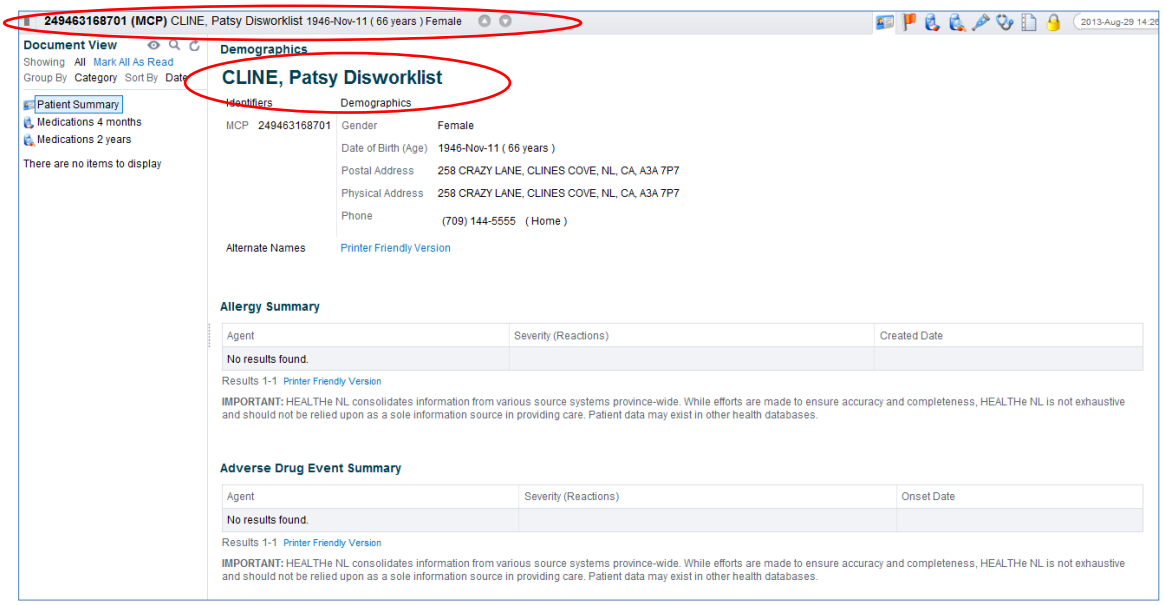
## 11.5 Patient Demographic Updates and Worklists

If demographic information is updated in the Client Registry for a patient in a user's worklist, the changes will not be seen in the worklist or patient context bar until the user performs a new search for the patient and brings him/her into context.

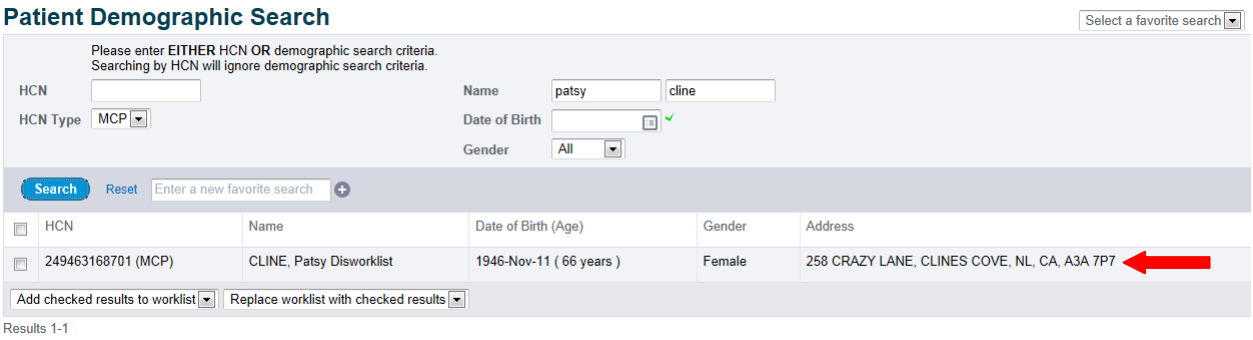
For example, a user adds patient Patsy Cline to the worklist named 'Testing'. Later, Patsy Cline's middle name was changed from 'Dis' to 'Disworklist' in the Client Registry. The screenshot below illustrates that the 'Testing' worklist still shows the original information on the Clinician Homepage.



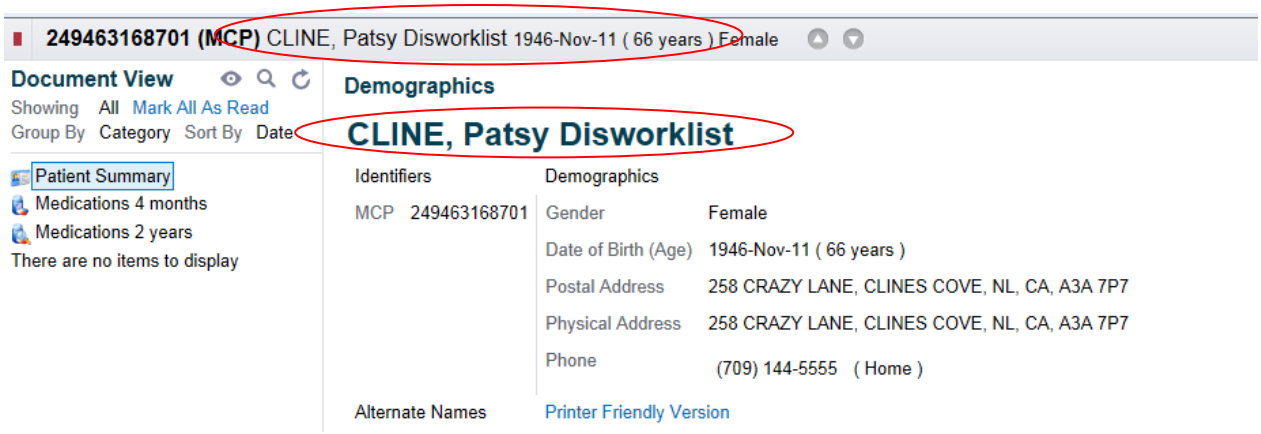

Clicking the record in the worklist brings the patient into context. Refer to screenshot below. Note that the patient context bar contains the old name, but the demographics windowlet in the Patient Dynamic Summary screen contains the newest information.


249463168701 (MCP) CLINE, Patsy Disworklist 1946-Nov-11 ( 66 years ) Female
Document View
Showing All Mark All As Read
Group By Category Sort By Date
Patient Summary
Medications 4 months
Medications 2 years
There are no items to display
Demographics
CLINE, Patsy Disworklist
Identifiers
Demographics
MCP 249463168701
Gender Female
Date of Birth (Age) 1946-Nov-11 ( 66 years )
Postal Address 258 CRAZY LANE, CLINES COVE, NL, CA, A3A 7P7
Physical Address 258 CRAZY LANE, CLINES COVE, NL, CA, A3A 7P7
Phone (709) 144-5555 ( Home )
Alternate Names
Printer Friendly Version
Allergy Summary
Agent
Severity (Reactions)
Created Date
No results found.
Results 1-1 Printer Friendly Version
IMPORTANT: HEALTHe NL consolidates information from various source systems province-wide. While efforts are made to ensure accuracy and completeness, HEALTHe NL is not exhaustive and should not be relied upon as a sole information source in providing care. Patient data may exist in other health databases.
Adverse Drug Event Summary
Agent
Severity (Reactions)
Onset Date
No results found.
Results 1-1 Printer Friendly Version
IMPORTANT: HEALTHe NL consolidates information from various source systems province-wide. While efforts are made to ensure accuracy and completeness, HEALTHe NL is not exhaustive and should not be relied upon as a sole information source in providing care. Patient data may exist in other health databases.

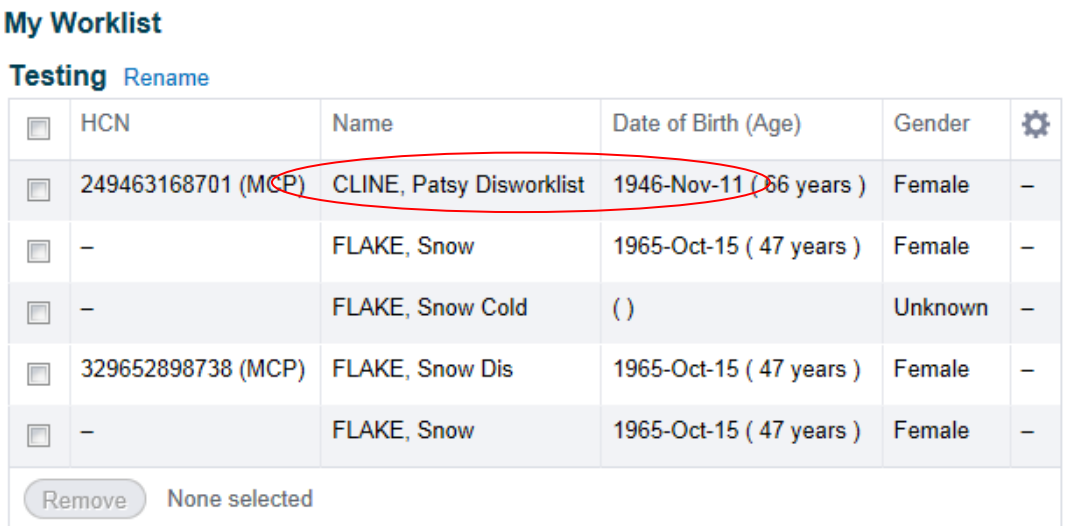
To resolve this issue, the user must perform a new search for patient Patsy Cline and bring the patient into context ***from the search results***. As illustrated in the screenshot below, the worklist and patient context bar are now updated.




Bringing the patient into context:

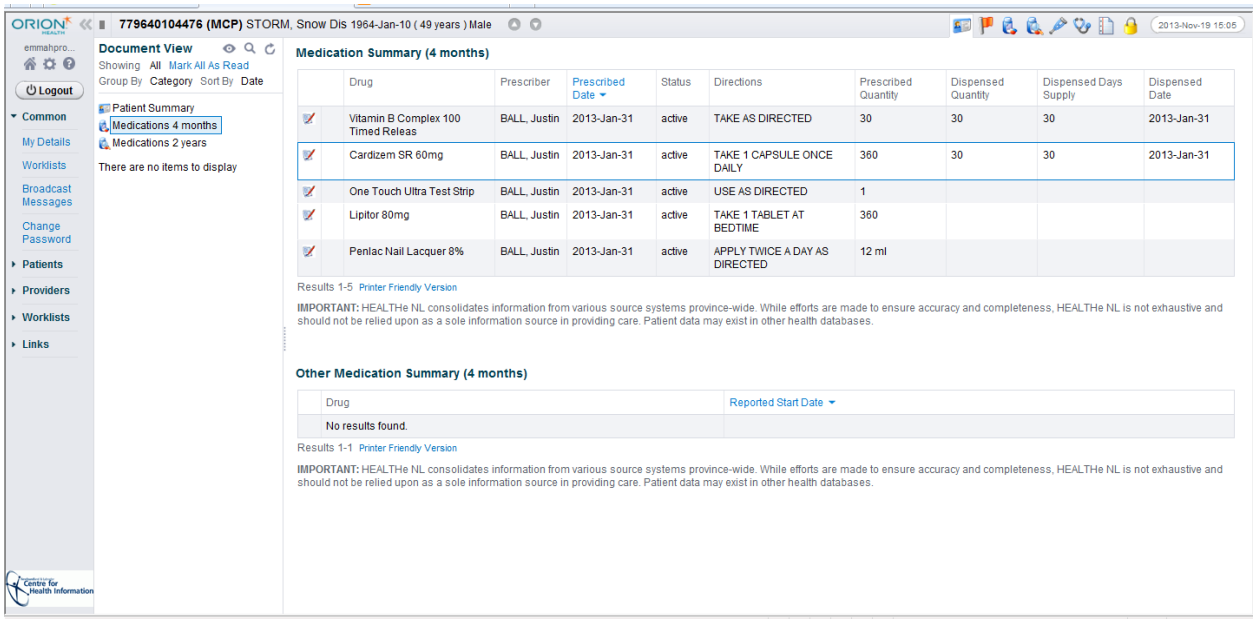

249463168701 (MCP) CLINE, Patsy Disworklist 1946-Nov-11 ( 66 years ) Female
Document View
Showing All Mark All As Read
Group By Category Sort By Date
Patient Summary
Medications 4 months
Medications 2 years
There are no items to display
Demographics
CLINE, Patsy Disworklist
Identifiers
MCP 249463168701
Demographics
Gender Female
Date of Birth (Age) 1946-Nov-11 ( 66 years )
Postal Address 258 CRAZY LANE, CLINES COVE, NL, CA, A3A 7P7
Physical Address 258 CRAZY LANE, CLINES COVE, NL, CA, A3A 7P7
Phone (709) 144-5555 ( Home )
Alternate Names
Printer Friendly Version

Back on the Clinician Homepage, the information has been updated as well:



## 11.6 Four month and two year medication profile summary

Currently, there is a known issue whereby prescriptions/dispenses beyond the four month/two year date range may be returned. Prescriptions or dispenses that had an active status (i.e. patient is currently taking the medication or there are refills remaining) *at any point* within the previous four months/two years will be returned. Additionally, any prescription or dispense that has had an amendment, such as having a note added within the date filter will also be returned.


779640104476 (MCP) STORM, Snow Dis 1964-Jan-10 ( 49 years ) Male
2013-Nov-19 15:05
Logout
Common
My Details
Worklists
Broadcast Messages
Change Password
Patients
Providers
Worklists
Links
Document View
Showing All Mark All As Read
Group By Category Sort By Date
Patient Summary
Medications 4 months
Medications 2 years
There are no items to display
Medication Summary (4 months)
Drug | Prescriber | Prescribed Date | Status | Directions | Prescribed Quantity | Dispensed Quantity | Dispensed Days Supply | Dispensed Date
Vitamin B Complex 100 Timed Releas | BALL, Justin | 2013-Jan-31 | active | TAKE AS DIRECTED | 30 | 30 | 30 | 2013-Jan-31
Cardizem SR 60mg | BALL, Justin | 2013-Jan-31 | active | TAKE 1 CAPSULE ONCE DAILY | 360 | 30 | 30 | 2013-Jan-31
One Touch Ultra Test Strip | BALL, Justin | 2013-Jan-31 | active | USE AS DIRECTED | 1
Lipitor 80mg | BALL, Justin | 2013-Jan-31 | active | TAKE 1 TABLET AT BEDTIME | 360
Penlac Nail Lacquer 8% | BALL, Justin | 2013-Jan-31 | active | APPLY TWICE A DAY AS DIRECTED | 12 ml
Results 1-5 Printer Friendly Version
IMPORTANT: HEALTHe NL consolidates information from various source systems province-wide. While efforts are made to ensure accuracy and completeness, HEALTHe NL is not exhaustive and should not be relied upon as a sole information source in providing care. Patient data may exist in other health databases.
Other Medication Summary (4 months)
Drug | Reported Start Date
No results found.
Results 1-1 Printer Friendly Version
IMPORTANT: HEALTHe NL consolidates information from various source systems province-wide. While efforts are made to ensure accuracy and completeness, HEALTHe NL is not exhaustive and should not be relied upon as a sole information source in providing care. Patient data may exist in other health databases.

**For example:**
Four month medication profile request executed on July 8, 2013 (going back four months to March 8, 2013)
A prescription that was last filled on March 1, 2012 and has available refills would also be returned to the end user because it had a status of 'active' within the four month date range requested.

**Note:** within NL, all prescriptions become inactive one year from the date of first fill even if there are refills remaining. In the example above, the prescription would be active until March 8, 2013.

HEALTHe NL consolidates information from a variety of source systems across the province. While continuing efforts are applied to ensure accuracy and completeness, HEALTHe NL is not an exhaustive source of information. Patient data may exist in other RHAs, community health, private clinics or pharmacy databases. All pharmacies in the province are not yet connected to the Pharmacy Network; click here to review the list of all connected pharmacies.

Personal health information accessed through HEALTHe NL must be used in accordance with legislation, such as the Personal Health Information Act, applicable codes of conduct, user agreements, and organizational policies and procedures. Access to the information contained in HEALTHe NL is subject to audit and inappropriate access will be investigated and may lead to withdrawal of access to HEALTHe NL and/or other sanctions as appropriate.

Please feel free to forward any questions or comments about HEALTHe NL to

Newfoundland and Labrador Centre for Health Information

www.nlchi.nl.ca

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